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Service Bulletin
TV Products

CSV-1

Model: **KV-27V20, KV-27V25, KV-27V35, KV-27V40, KV-27V45, KV-27V65, KV-32V25, KV-32V35, KV-32V40, KV-32V65**

No. **500**

Subject: **Part Number Change for Control Doors**

Date: September 8, 2000

Symptom:
(XXXX) The part numbers for the Control Doors are incorrect in the Service Manual.

Solution: See the table below for the correct part number for the Control Doors.

Model	Description	Part Number
KV-27V20	Control Door (Black)	4-052-906-31
KV-27V25	Control Door (Black)	4-052-906-21
KV-27V35	Control Door (Black)	4-052-906-41
KV-32V25	Control Door (Black)	4-052-906-21
KV-32V35	Control Door (Black)	4-052-906-51
KV-27V40	Control Door (Gray)	4-074-282-31
KV-27V45	Control Door (Gray)	4-074-282-21
KV27V65	Control Door (Gray)	4-074-282-11
KV-32V40	Control Door (Gray)	4-074-282-31
KV-32V65	Control Door (Gray)	4-074-282-01

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CSV-1

Model: **KP-53HS10, KP-61HS10** **No.** **501R1**

Subject: **"D" & "DS" Board Part Number Differences Based on Serial Number Ranges** **Date:** September 29, 2000

Symptom:
(XXXX) Depending on the television serial number the “D” Board will have a different part number.

Solution: Please refer to the tables below if any of the below boards need replacing

KP-53HS10

Description	All Serial Number Starting With 90	All Serial Number Starting With 97.
“D” & “DS” Boards together	A-1346-873-A	A-1346-993-A
“D” Board (Only)	A-1343-771-A	A-1343-959-A
“DS” Board (only)	A-1343-712-A	A-1343-712-A

KP-61HS10

Description	All Serial Number Starting With 90
“D” & “DS” Boards together	A-1346-899-A
“D” Board (only)	A-1343-772-A
“DS” Board (only)	A-1343-712-A

Note: There are no P/N changes between Serial Number ranges on the KP-61HS10

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CSV-1

Model: **KV-32XBR400, KV-36XBR400** **No.** **503**

Subject: **White Saturation, Loss Of Detail In Bright Areas Of Scenes That Are Predominately Dark.** **Date:** September 19, 2000

Symptom:
(D325)

In bright areas of scenes that are predominately dark, the picture may be excessively white and/or bright. This may result in a loss of picture detail in the bright areas.

Conditions under which the symptom may appear:
1- In the full screen mode, when playing a 480**p** source (like progressive-scan DVD).

2- In Twin-View mode, when playing a 480**i** source on the right-side window while TV, VIDEO-1, VIDEO-2, VIDEO-3, or VIDEO-4 is selected for the left-side window.

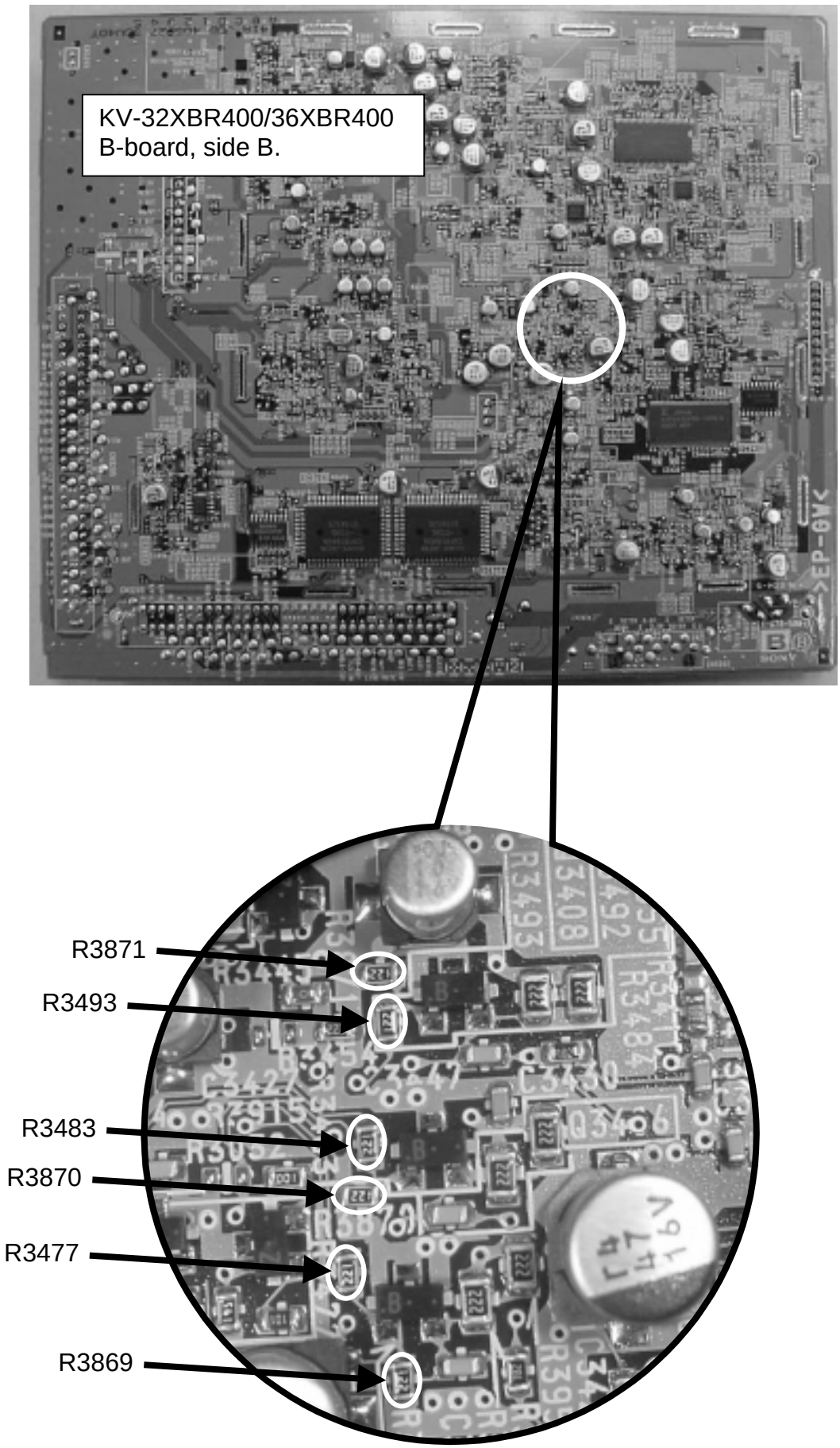
Solution:

If the customer complains of this symptom, replace the B-board. B-boards received from WRPC-AS for service have already had the resistor changes shown below. In the event that B-boards are out of stock in WRPC-AS, the set's original board can be updated by making the resistor changes shown below.

REF	FORMER		NEW	
	DESCRIPTION	**PART NUMBER**	**DESCRIPTION**	**PART NUMBER**
13	B COMPLETE PC BOARD	A-1136-110-A	B COMPLETE PC BOARD (UPDATED FOR SERVICE)	A-1136-110-A (SAME AS ORGINAL PART NUMBER)
*R3869 *R3870 *R3871	RESISTOR, 1.2K, 1/16W, CHIP	1-218-694-11	RESISTOR, 13K, 1/16W, CHIP	1-218-719-11
*R3477 *R3483 *R3493	RESISTOR, 220 OHM, 1/16W, CHIP	1-218-676-11	RESISTOR, 2.4K, 1/16W, CHIP	1-218-701-11

*These parts are only required if the B-board is out of stock in WRPC-AS and you need to update the set's original B-board.

See the next page for the part mounting locations.


KV-32XBR400/36XBR400
B-board, side B.
R3871
R3493
R3483
R3870
R3477
R3869

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CSV-1

Model: **KP-53HS10, KP-61HS10** **No.** **504**

Subject: **Audio Dropout/Distortion Under Low AC Conditions.** **Date:** September 21, 2000

Symptom:
(2511) Audio mutes or distorts under low AC conditions

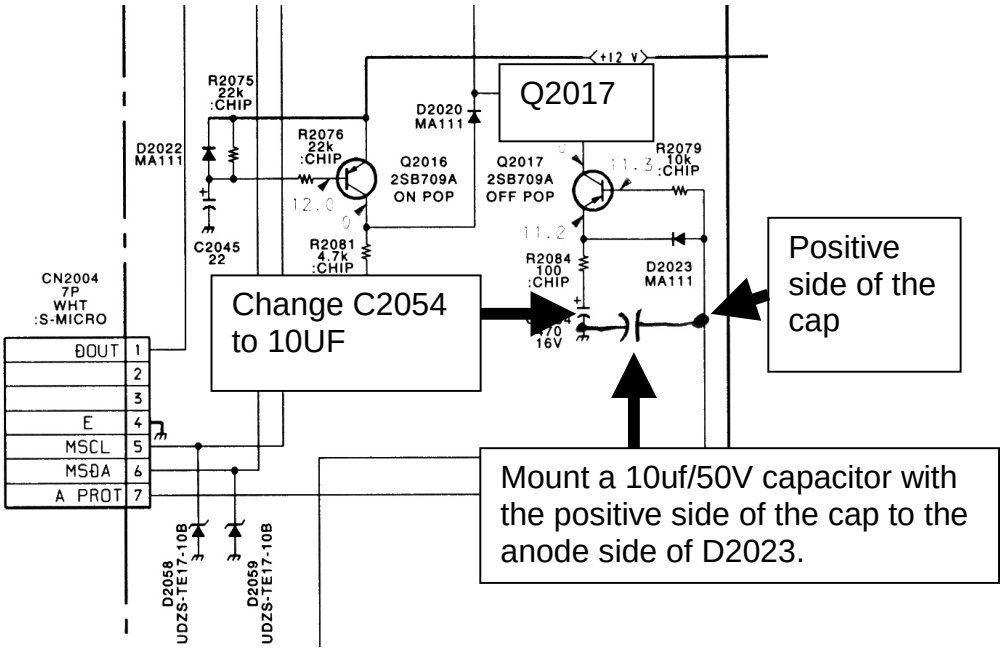
Solution: If the customer should complain of audio dropout please make the following circuit changes on the “K” Board.

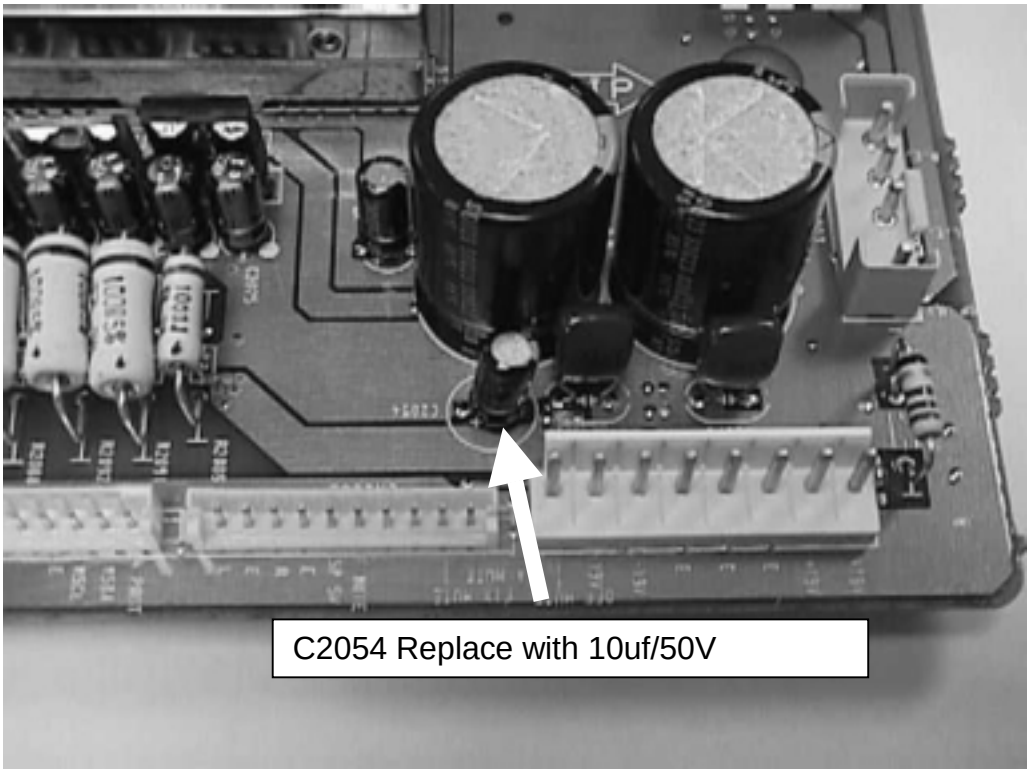
1. Change the value of capacitor C2054 to 10uf/ 50v.
   Note: It is possible to use a 16v, or 25v rated capacitor as a substitute.

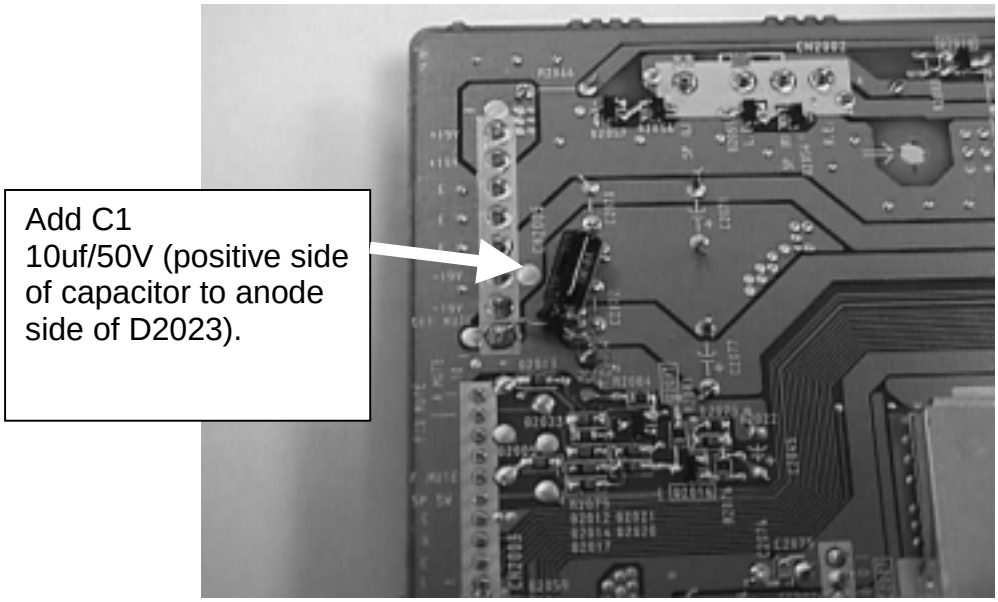
2. Mount a 10uf/50-volt capacitor from the anode side of diode D2023 with the negative side of the cap to ground.

Ref	Description Former	Description New	Part Number
C2054	470UF/16v	10UF/50V	1-126-964-11
C1	Not Mounted	10UF/50V	1-126-964-11

K Board


+12 V
R2075 22k :CHIP
D2020 MA111
Q2017
D2022 MA111
R2076 22k :CHIP
Q2016 2SB709A ON POP
Q2017 2SB709A OFF POP
R2079 10k :CHIP
12.0
11.3
11.2
C2045 22
R2081 4.7k :CHIP
R2084 100 :CHIP
D2023 MA111
CN2004 7P WHT :S-MICRO
ĐOUT 1
2
3
E 4
MSCL 5
MSĐA 6
A PROT 7
D2058 UDZS-TE17-10B
D2059 UDZS-TE17-10B
Change C2054 to 10UF
Positive side of the cap
Mount a 10uf/50V capacitor with the positive side of the cap to the anode side of D2023.


C2054 Replace with 10uf/50V


Add C1
10uf/50V (positive side of capacitor to anode side of D2023).

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CSV-1

Model: **KV-20FS12** **No.** **505**

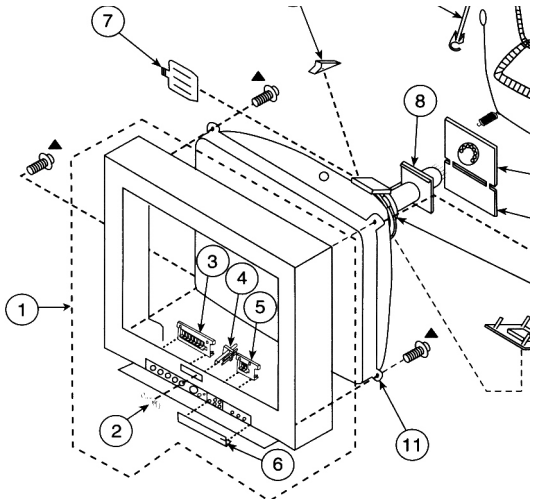
Subject: **Beznet and Control Door Part Change** **Date:** October 16, 2000

Symptom:
(xxxx) Door is hard to open.

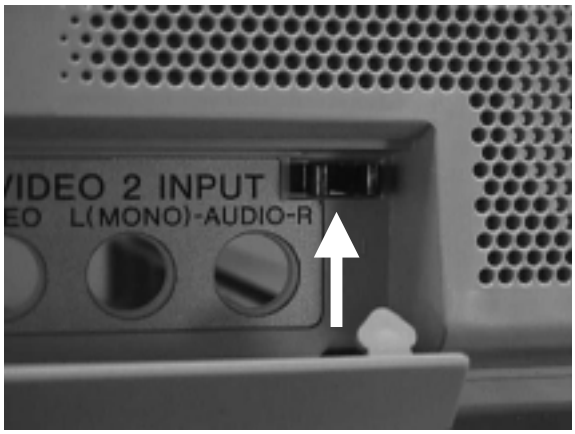
Solution: The beznet and control door were changed in order to add a retaniner to improve the operation of the (Ref. 6) control door.

The new Retainer Door and Beznet are not interchangeable with the older door and Beznet.

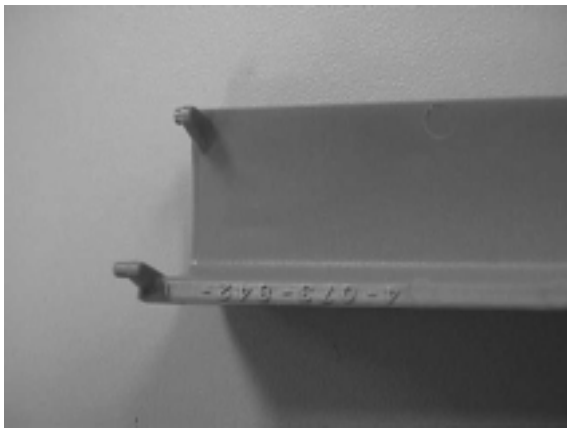
Ref	Description	Part Number
1	Beznet Ass'y	X-4037-392-6
6	Retainer Door	4-078-807-01
Not shown	Retainer	3-703-574-01



Original Bezel with no retainer



New Bezel with retainer



Original Door

New Door with hooks for retainer catching

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CSV-1

Model: **SU-27FD3, SU-32FD3, SU-36FD3** **No.** **506**

Subject: **Repair of TV Stand** **Date:** October 16, 2000

Symptom:

(116X) Gray plastic decorative part (ornamental cover) falls off during TV Stand assembly or when placing/removing TV set from stand.

The ornamental front cover should not be installed, until the set is placed properly on top of the stand. If the cover is installed before installing the TV, the cover can be pushed forward causing the staple, which attaches the rail that the cover slides onto, to become loose.

Note: The Assembly Instruction Manual explicitly states that the TV should be properly positioned on the stand before placement of ornamental covers. Affixing the ornamental cover prior to installation of TV provides potential for high impact to part attached by staple resulting in the removal of the decorative part.

SOLUTION:

Reattach existing plastic parts with 1" Panel Board Nails provided by manufacturer's Service Center. Manufacturer: Tocabi America Corporation.
Sony Operator should recommend that customer complete TV Stand Warranty Card with short description of problem (ex: staples removed, etc.). Fax card, along with copy of sales receipt,
to (619) 656-8181. After this operation, customer will receive "FD3 fix-it kit" within 5 days.

If customer feels need to follow-up with their request, please provide Tocabi Service Center phone number (619) 661-6136 ext. 204.

"FD3 fix-it-kit" contents:

(5) 1" Panel Board Nails.
(1) Metal Dowel for ease of installation.
(1) Service Instruction

SU-27FD3	SU-32FD3	SU-36FD3
KV-27FV15	KV-32FV15	KV-36FV15
KV-27FV16	KV-32FV16	KV-36FV16
KV-27FS12	KV-32FV26	KV-36FV26
KV-27FS16	KV-32FS12	KV36FS12
	KV-32FS16	KV-36FS16

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CSV-1

Model: **KV-32XBR400, KV-36XBR400** **No.** **507R1**

Subject: **TV Turns Itself Off.** **Date:** August 8, 2001

Symptom:
(3111) The TV turns itself off after the customer has been watching it for a while. It may turn off within minutes of turning it on, or it may take an hour or more before it turns itself off. The set can usually be turned back on again by cycling the TV's front panel power switch.

Solution: This symptom may be caused by a drift of the hold-down adjustment that was set at the factory. As this adjustment in the field requires the replacement of 3 potentiometers on the D-board and the availability of a precision high-voltage meter (0.2 Kv resolution), the recommended solution is to replace the D-board.

MODEL	DESCRIPTION	PART NUMBER
KV-32XBR400	D-BOARD	A-1346-947-A
KV-36XBR400	D-BOARD	A-1346-948-A
KV-32XBR400 KV-36XBR400	HIGH VOLTAGE LEAD	1-251-715-22
KV-32XBR400 KV-36XBR400	FOCUS LEAD	1-900-805-19

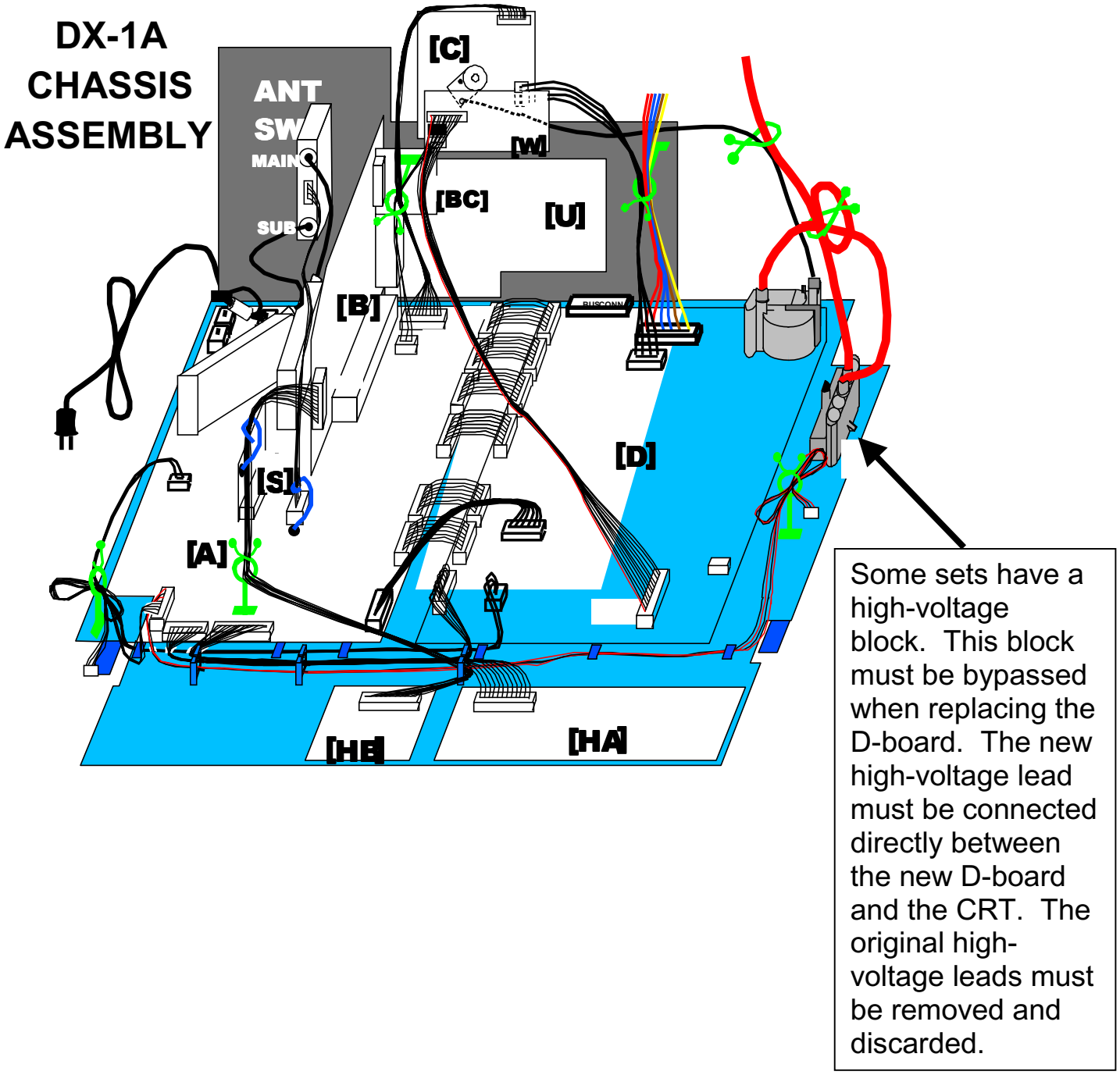
NOTE 1: After replacing the D-board the original board must be sent back to Sony where it will be re-adjusted and returned to float stock. Countermeasures will be applied to these boards to prevent the hold-down adjustment from drifting. Instructions and paperwork for returning the boards to Sony are included with new D-boards supplied by WRPC-AS. In the event the return shipping materials are not available, please be sure to return the boards to the following address:

Sony Technology Center
Attention S.A.Y.S. Dept.
Dock #22
1001 Technology Drive
Mt. Pleasant, Pa. 15666

Be sure to include the following information:
NARDA claim number, invoice number, model number, serial number, customer name and phone number, your name, your company name, your Sony servicer account number and parts account number, and the date the repair was performed. This information is required to ensure that your parts account will be credited for the core charge when the original board is returned.

IMPORTANT! See note 2 on next page.

NOTE 2: Early production units used a high-voltage block between the flyback transformer and the CRT. In this case, the high-voltage block must be bypassed, and the original high-voltage leads must be removed from the high-voltage block and discarded. **New boards received from WRPC-AS require a high-voltage lead that connects directly to the CRT from the flyback transformer. Some D-boards received from WRPC-AS will include the proper HV and focus leads, while other boards received will not include any leads. Therefore, if you do not have a spare HV lead (part number 1-251-715-22) and a new focus lead (part number 1-900-805-19) you must order these leads when you order the D-board.**



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CSV-1

Model: **KV-27FS16, KV-27FV16, KV-32FS16** **No.** **508**

Subject: **PIP White Balance is Green or Pinkish** **Date:** October 19, 2000

Symptom:
(1375) The white balance of PIP may appear pink in the RF or Video mode. In video 4 (YUV) the white balance may be green.

Solution: If the customer should complain of this symptom the following adjustments will be needed.

Model	Serial number range where adjustment may be needed
KV-27FS16	8019034 through 8029604
KV-27FV16	8006336 through 8033309
KV-32FS16	8006997 through 8013880

[PIP W/B Adjustment]

1. Set PIP ON and display the RF no signal (Snow Noise) in PIP picture
2. Set Main Picture to Video4 (Y, Pb, Pr input) with out signal (Black Picture)
3. In the Service Mode alternately select the “PVP1” and “PUP1” and adjust the white balance with the remotes 3 or 6 button.
4. Set Main Picture to Video1 without signal (Black Picture)
5. In the Service Mode alternately select the “PVP3” and “PUP3” and adjust the white balance with the remotes 3 or 6 button.
6. Tune to any TV channel that’s in color for Main Picture
7. In the Service Mode alternately select the “PVP2” and “PUP2” and adjust the white balance with the remotes 3 or 6 button.

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CSV-1

Model: **FDL-250T** **No.** **509**

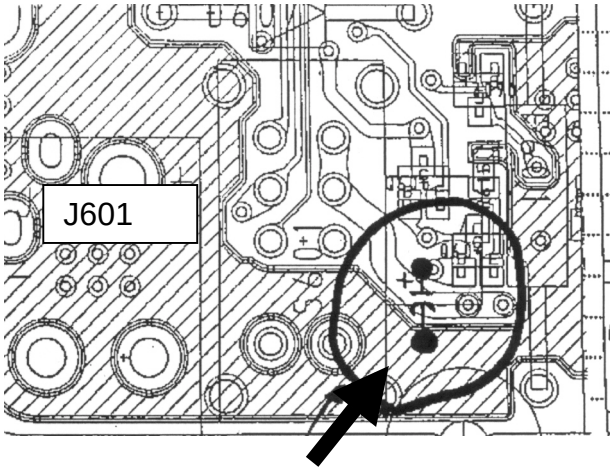
Subject: **UHF Red Bar Display Bent** **Date:** November 27, 2000

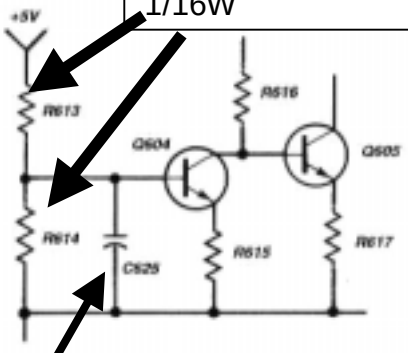
Symptom:
(113X) UHF red channel bar becomes bent as volume is increased.

Solution: If the customer should complain of the symptom above please perform the following.

Serial number range affective 4000001 through 4004700

Ref	Schematic Location	Description Former	Description New	P/N
C625	I-5	Not used originally	10uf/6,3v	1-104-851-11
R010	F-7	27 Ohm	10 Ohm	1-216-001-00
R613	I-5	10K 1/16W	22K 1/16W	1-216-837-11
R614	I-5	10K 1/16W	22K 1/16 W	1-216-837-11



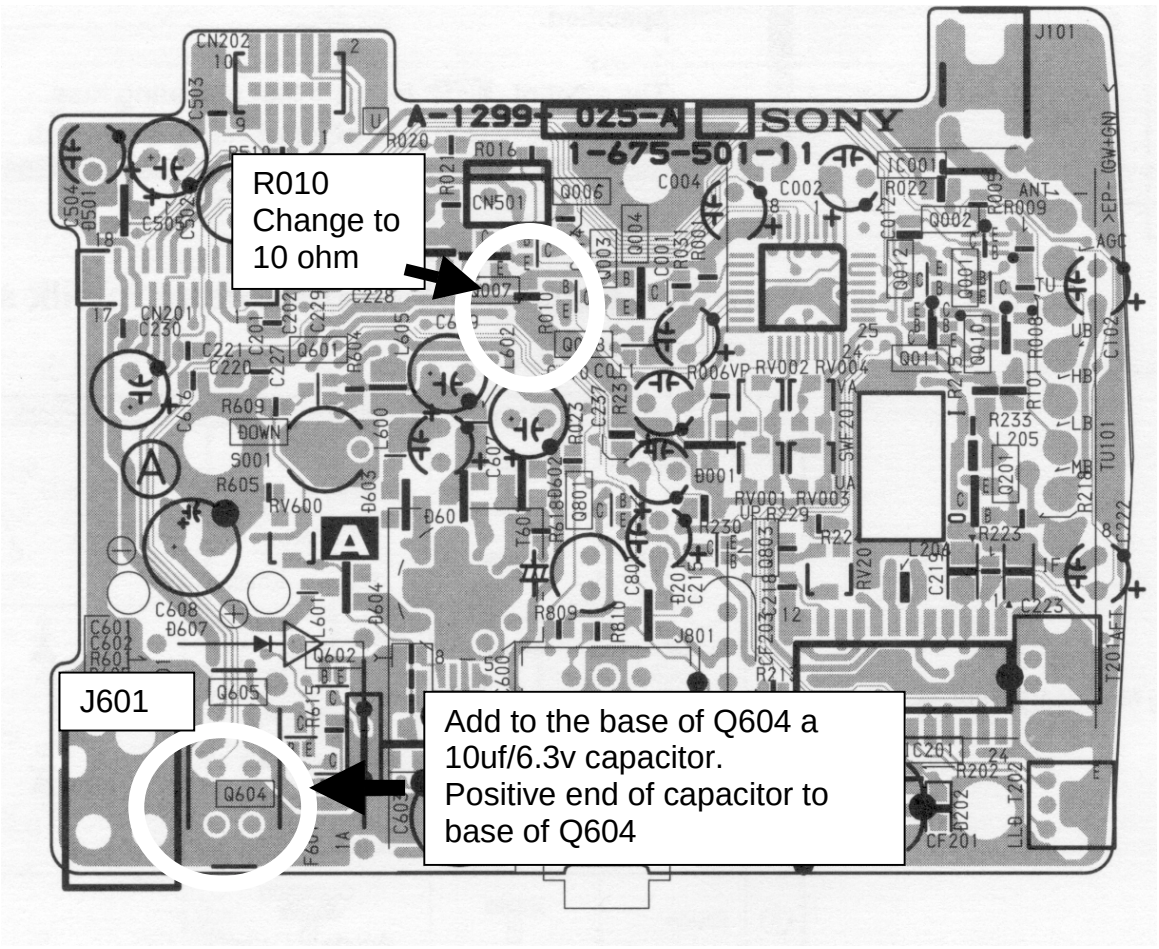


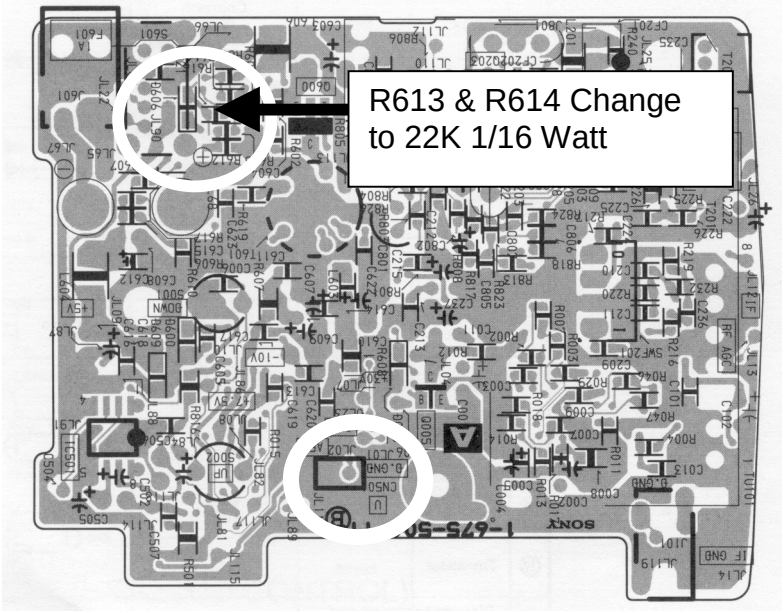
Change R613 & R614 to22K 1/16W

Add 10uf cap between Q604 base (+) and ground (-)

Reference: Masaaki, Koike

PRINTED IN USA


R010
Change to
10 ohm
J601
Add to the base of Q604 a
10uf/6.3v capacitor.
Positive end of capacitor to
base of Q604
A-1299-025-A
SONY
1-675-501-11


R613 & R614 Change
to 22K 1/16 Watt

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Model: **KP-53HS10, KP-61HS10** **No.** **510**

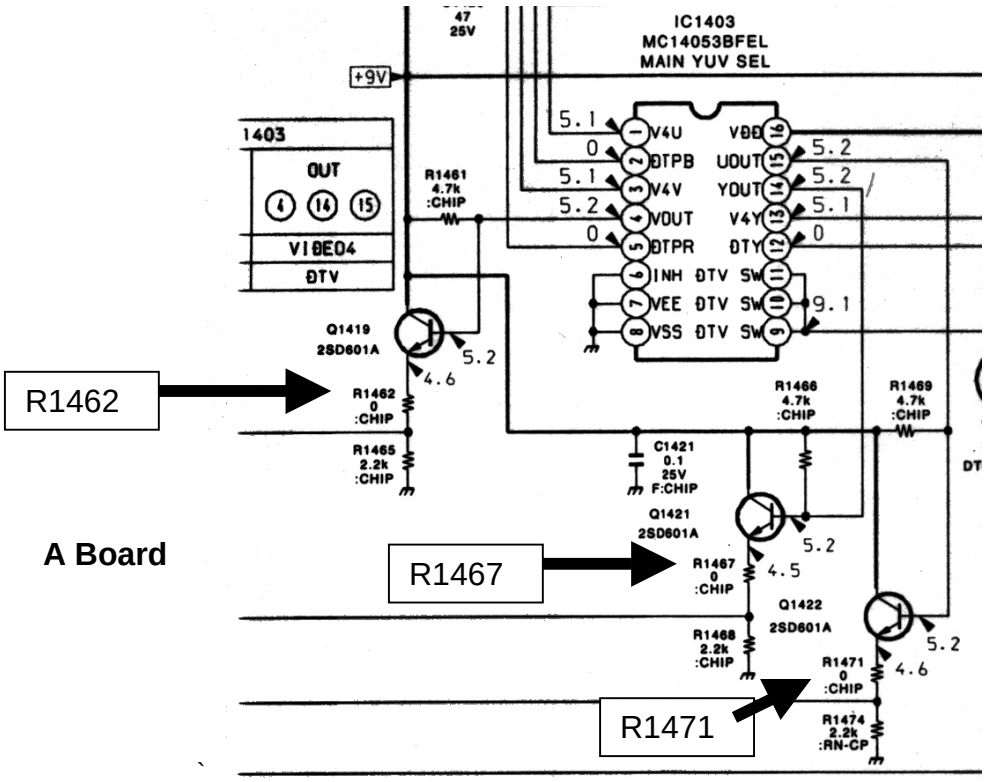
Subject: **Circuit change for white saturation** **Date:** November 27, 2000

Symptom:
(1322) Saturation/low resolution is seen on the screen with high level white signal. Saturation starts around 1.2vp-p of signal level on all Y, Pb, Pr inputs.

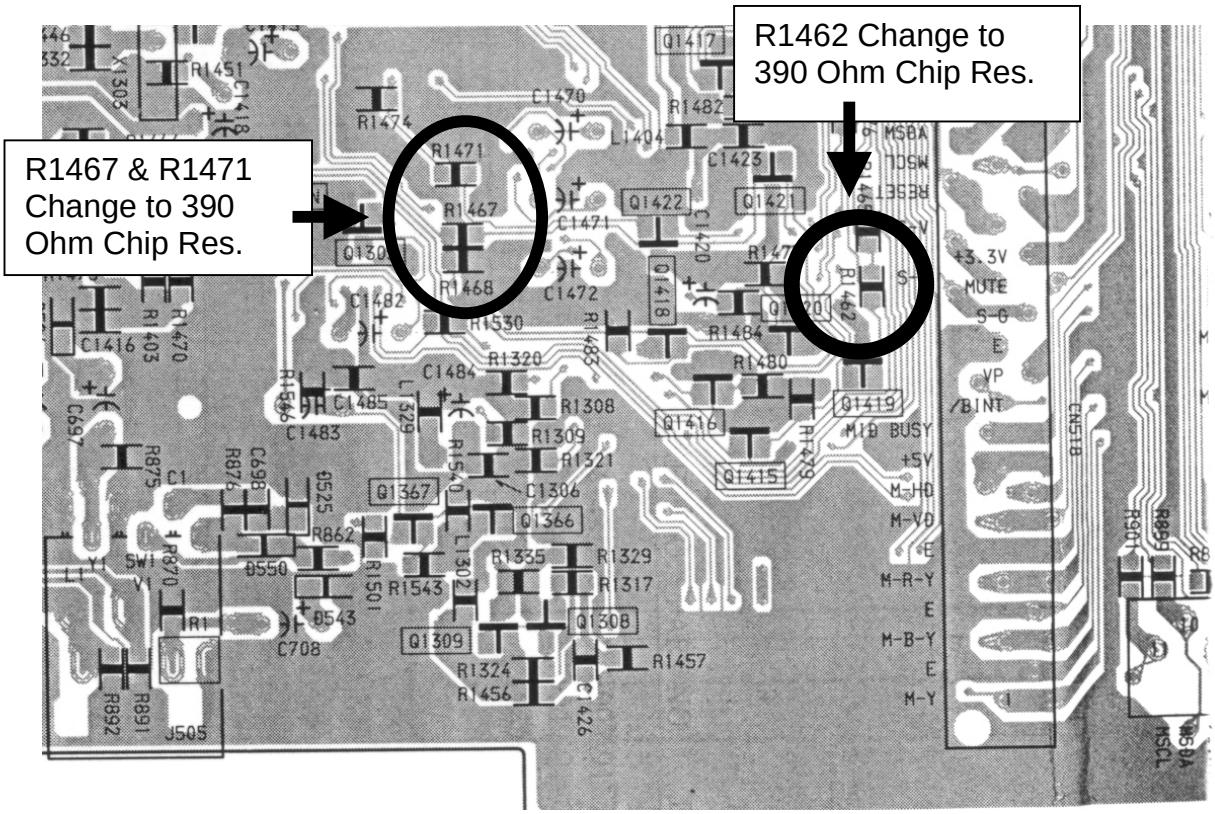
Solution: If the customer should complain of the symptom above the following resistor values must be changed, on the conductor side of the “A” Board.

Ref	A Board Location	Former	New	Part Number
R1462	D-9	0 Ohm	390 Ohm Chip res.	1-216-641-11
R1467	F-8	0 Ohm	390 Ohm Chip res.	1-216-641-11
R1471	F-8	0 Ohm	390 Ohm Chip res.	1-216-641-11

Continue next page


IC1403
MC14053BFEL
MAIN YUV SEL
+9V
R1462
R1467
R1471
R1461 4.7k :CHIP
R1462 0 :CHIP
R1465 2.2k :CHIP
R1466 4.7k :CHIP
R1469 4.7k :CHIP
R1467 0 :CHIP
R1468 2.2k :CHIP
R1471 0 :CHIP
R1474 2.2k :RN-CP
C1421 0.1 25V F:CHIP
Q1419 2SD601A
Q1421 2SD601A
Q1422 2SD601A
V4U
VDTPB
V4V
VOUT
VDTPR
INH DTV SW
VEE DTV SW
VSS DTV SW
VDD
UOUT
YOUT
V4Y
DTY

A Board


R1462 Change to 390 Ohm Chip Res.
R1467 & R1471 Change to 390 Ohm Chip Res.

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CSV-1

Model: **KP-53HS10, KP-53XBR300**
KP-61HS10, KP-61XBR300

No. **511**

Subject: **Picture distortion occurs when connected to Star Choice (HDD-201) satellite receiver.**

Date: December 6, 2000

Symptom:
(132X) Topside of the picture is distorted in 1080i/480p when connected to Star Choice satellite receiver into the projection TV's Video 5 input. This symptom will only occur in a component Y, Pb, Pr configuration.

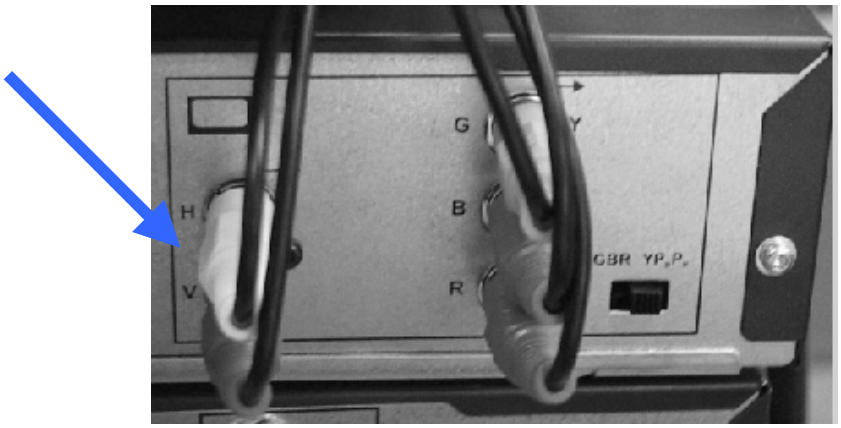
Cause: The HDD201 has non-standard sync pulses on the Y output signal during the vertical blanking time. These pulses effect the TV's video processing resulting in picture distortions.

Solution: For both Y, Pb, Pr and RGB connection configurations, a separate H & V Sync connection cable must be used between the satellite receiver and the video 5 input on the TV. In order to correct this symptom, a standard type RCA audio patch cable may be used. (See photos below.)

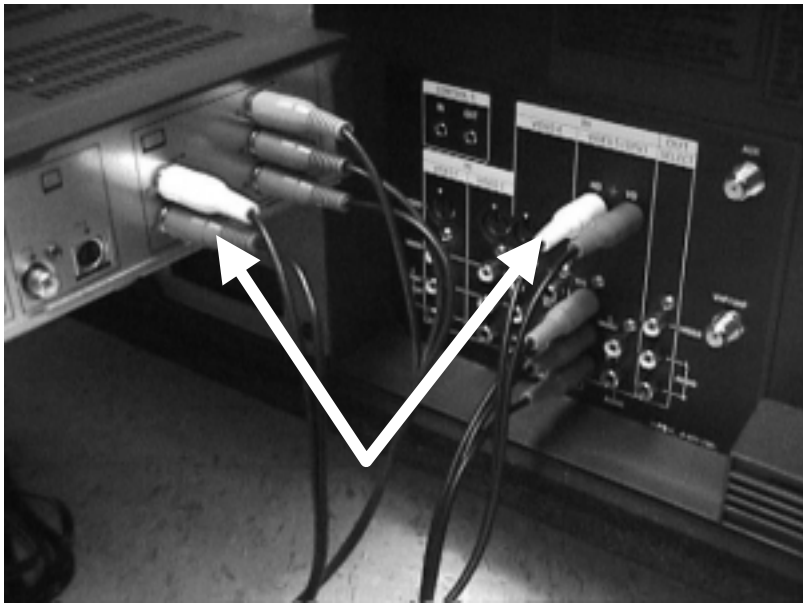
NOTE: The Star Choice (HDD-201) satellite receiver is designed to be sold and used in Canada only. Therfore this problem should not be seen in the USA.

Picture of symptom on screen:

Connection on rear side of Star Choice HDD-201:
Separate H and V sync cables required to connect to KP-53HS10 and KP-61HS10 video 5 input.



Connection to Rear side of HS10 model
Connect separate H and V sync from Star Choice cables to KP-53 and 61HS10 video 5 input



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CSV-1

Model: **KP-57XBR10W, KP-65XBR10W** **No.** **512**

Subject: **Intermittent retrace lines in picture** **Date:** December 6, 2000

Symptom:
(5344) Retrace lines may appear when the set is first turned on from a cold start for about one second.

Solution: If the customer should complain of this symptom please perform the following circuit change on the CG Board.

Replace the resistor in the table below with the new resistor value on the CG Board.

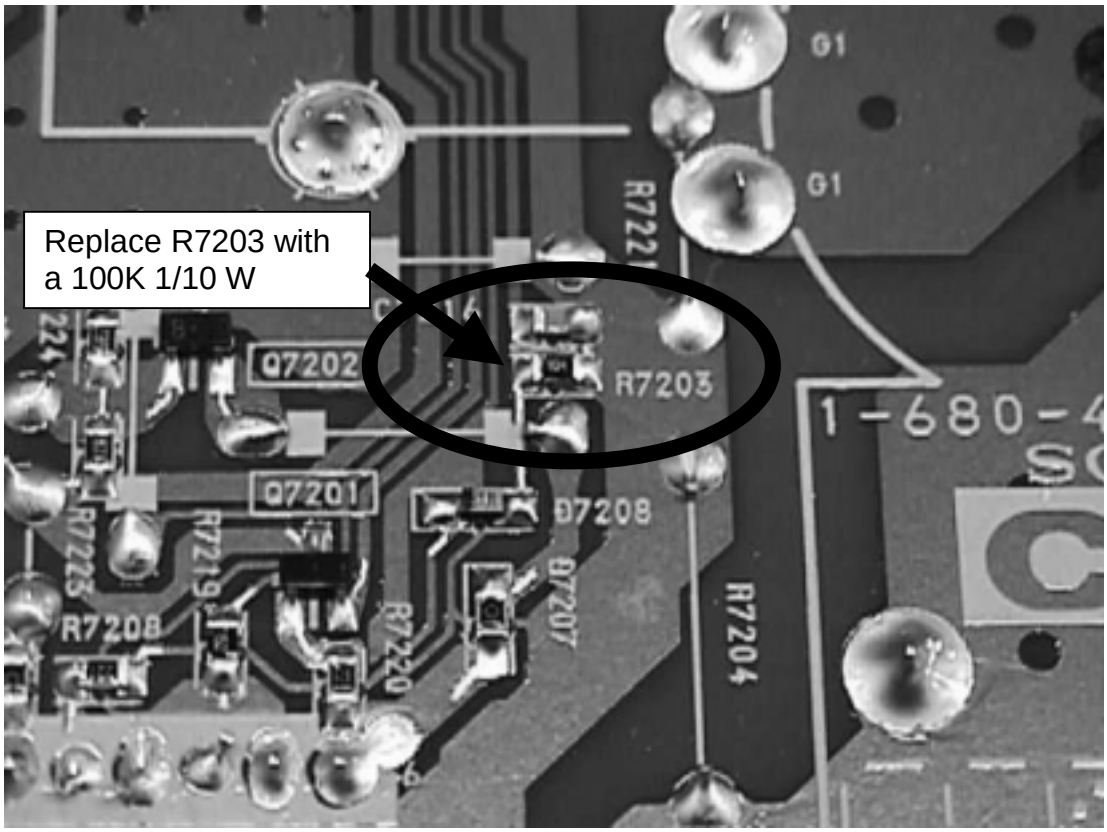
Change GCUT to 10 in the Service mode.

Readjust the following items: G-2 adjustment, White balance, and Sub-bright all in the "Standard" picture mode.

Ref.	Description	Part Number
R7203	Chip res. 100K 1/10 Watt	1-216-097-00

Model	Serial Number Range that does not have this value change.
KP-57XBR10W	9000001-90000700
KP-65XBR10W	9000001-90000200

Note: CG boards in WRPC will be corrected to the new value resistor.


Replace R7203 with
a 100K 1/10 W
Q7202
R7203
Q7201
Q7208
R7223
R7219
R7208
R7220
Q7207
R7204
G1
G1

CG Board

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TV Products

CSV-1

Model: **KP-41T15, KP-41T25, KP-41T35, KP-46C36**
KP-46S15, KP-46S17, KP-46S25, KP-46V25
KP-46V35, KP-48S35, KP-48V45, KP-53S15
KP-53S17, KP-53S25, KP-53S35, KP-53V25
KP-53V35, KP-53V45, KP-53XBR45
KP-53XBR4CT, KP-61S35, KP-61V25
KP-61V35, KP-61V45, KP-61XBR48

No. **513R1**

Subject: **CRT Replacement**

Date: August 21, 2001

Symptom:
(161X) Ground of replacement CRT may be different than the original. Heater resistor value change may be required.

Solution: When replacing the CRT the following changes may be necessary.

1. When replacing the CRT the original may have used a braided wire across the CRT to ground the CRT and CRT Board. The replacement CRT uses a grounding wire that connects to a ground lug. This grounding lug wire should be packed in the replacement CRT box. See picture below.

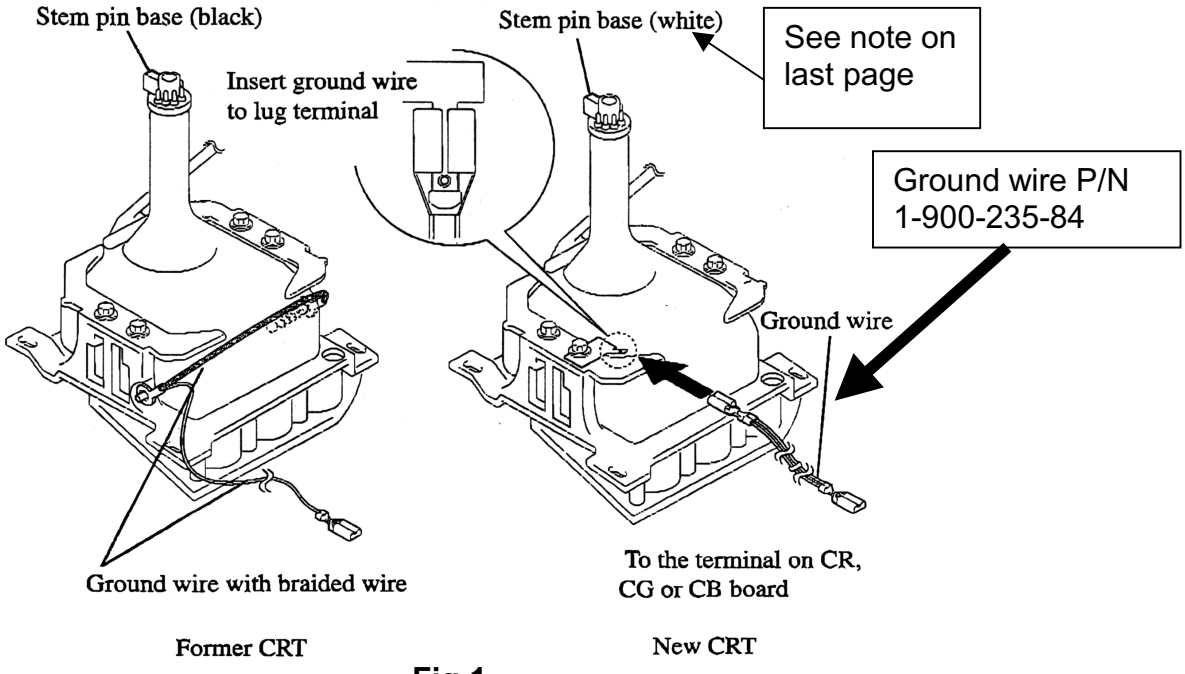
Stem pin base (black)
Insert ground wire to lug terminal
Ground wire with braided wire
Former CRT
Stem pin base (white)
See note on last page
Ground wire P/N 1-900-235-84
Ground wire
To the terminal on CR, CG or CB board
New CRT

Fig 1

2. Heater resistor value change.

When the CRT is replaced it is required to check the heater resistor value. This resistor value will change depending on how many newer CRTs are used. It should be checked even if you are only changing one CRT because one might have been replaced prior to your present repair. Failure to do so may cause the CRT life span to be shortened.

In order to determine if the CRT heater resistor is the older value or not, check the color of the CRT plastic pin base stem. (See Fig 1)

Black stem indicates an older CRT and the value of the heater resistor was not changed.

White stem indicates a newer CRT and the value of the heater resistor may require a different value.

3. Procedure for replacing the heater resistor.

1. After replacing the defective CRT, check the color of the CRT plastic pin base stem of all three CRTs. (See Fig 1)

2. The value of the heater resistor, on the E or G Board depending on the model, will be determined by how many of the CRTs have a white stem base. Refer to the chart below.

3. Check the heater resistor value in the set and confirm if it is the correct value as per the chart below. If not please replace the resistor with the correct value.

Replace resistors for the heater circuit with the correct value resistors specified by the number of the new heater CRTs as shown in the following chart.

Part Number Chart

Description	Part Number
0.22 Ohm 1 Watt	**1-216-341-11**
0.47 Ohm 1 Watt	**1-216-345-11**
1.2 Ohm 3 Watt	**1-216-390-11**
1.5 Ohm 3 W	**1-216-391-11**

See the tables below to determine what value resistor change is required if necessary.

			New Heater Resistor Quantity of new type CRTs (white stem base) in the set after defective CRTs are replaced			
Model	**Chassis**	**Former Heater Resistor**	**One**	**Two**	**Three**	**Board**
KP-41T15	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP-41T25	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP-46S15	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP-46S17	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP-46S25	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP-46V25	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP-46V35	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP-53S15	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP-53S17	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP-53S25	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP-53V25	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP53V35	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP-53XBR45	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP-53XBR4CT	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP-61V25	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP-61V35	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board
KP-61XBR48	RA-1	1 Ohm 1/12 W (R835)	No need to replace	0.47 Ohm 1W	0.22 Ohm 1W	E Board

Continue on next page

			New Heater Resistor			
			Quantity of new type CRTs (white stem base) in the set after defective CRTs are replaced			
Model	**Chassis**	**Former Heater Resistor**	**One**	**Two**	**Three**	**Board**
KP-41T35	RA-2	1.8 Ohm 3 W (R569) 0.68 Ohm 3W (R540)	No need to replace No need to replace	1.5 Ohm 3 W No need to replace	1.2 Ohm 3W 0.47 Ohm 3W	G Board
KP-43C36	RA-2	1.8 Ohm 3 W (R569) 0.68 Ohm 3W (R540)	No need to replace No need to replace	1.5 Ohm 3 W No need to replace	1.2 Ohm 3W 0.47 Ohm 3W	G Board
KP48S35	RA-2	1.8 Ohm 3 W (R569) 0.68 Ohm 3W (R540)	No need to replace No need to replace	1.5 Ohm 3 W No need to replace	1.2 Ohm 3W 0.47 Ohm 3W	G Board
KP-48V45	RA-2	1.8 Ohm 3 W (R569) 0.68 Ohm 3W (R540)	No need to replace No need to replace	1.5 Ohm 3 W No need to replace	1.2 Ohm 3W 0.47 Ohm 3W	G Board
KP-53S35	RA-2	1.8 Ohm 3 W (R569) 0.68 Ohm 3W (R540)	No need to replace No need to replace	1.5 Ohm 3 W No need to replace	1.2 Ohm 3W 0.47 Ohm 3W	G Board
KP-53V45	RA-2	1.8 Ohm 3 W (R569) 0.68 Ohm 3W (R540)	No need to replace No need to replace	1.5 Ohm 3 W No need to replace	1.2 Ohm 3W 0.47 Ohm 3W	G Board
KP-61S35	RA-2	1.8 Ohm 3 W (R569) 0.68 Ohm 3W (R540)	No need to replace No need to replace	1.5 Ohm 3 W No need to replace	1.2 Ohm 3W 0.47 Ohm 3W	G Board
KP-61V45	RA-2	1.8 Ohm 3 W (R569) 0.68 Ohm 3W (R540)	No need to replace No need to replace	1.5 Ohm 3 W No need to replace	1.2 Ohm 3W 0.47 Ohm 3W	G Board

Note: As of 4/24/01, PJ CRT will begin the use of colored stem caps in their process**.** The color of the stem cap will match the color of the CRT. They will begin with red and green. White will continue to be used on the blue tubes until the supply is exhausted, at which time they will begin the use of blue stem caps also, we expect this to be sometime in June 2001. Please see picture below.
There has been no material change, only a dye added for color. Engineering analysis of dimensions, arc testing, flame testing, and pin cap adhesion show no change in performance from our current stem cap.

Please note, that depending upon shipments, you may continue to see white stem caps only for some time.

OLD
NEW

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CSV-1

Model: **KV-32XBR400, KV-36XBR400** **No.** **514**

Subject: **Different Versions Of B-board And HB-board Used In Production. Picture From VIDEO-2 Input Will Be Too Bright Or Too Dark If Old Version Is Connected To New Version.**

Date: December 11, 2000

Symptom:
(F325)

There are 2 versions of B-board and 2 versions of HB-board. After replacing the B-board or the HB-board the picture displayed from a source connected to the VIDEO-2 input will be too bright or too dark if the board that was installed in the set is not the same version as the board that was removed from the set.

An old version HB-board connected to a new version B-board will result in the VIDEO-2 picture being too dark.

A new version HB-board connected to an old version B-board will result in the VIDEO-2 picture being too bright.

As of the date this bulletin was issued, both versions of the HB-board are available as service parts under their own unique part numbers. However, only the new version B-board is being stocked as a service part.

The ***approximate*** serial number breakpoints between old and new versions is as follows:

KV-32XBR400 old version: up to 8009113
KV-36XBR400 old version: up to 9017765

Solution: Make sure that the following compatibility is followed when replacing either the B-board or the HB-board.

IMPORTANT: Refer to the silk-screened part number on the boards to determine the version. Do not rely on the part number that is stamped on the board! The silk-screened part number may not agree with the stamped number.

ACCEPTABLE
Old version HB-board (A-1372-835-A) with old version B-board (A-1136-110-A)

New version HB-board (A-1372-904-A) with new version B-board (A-1136-147-A)

UNACCEPTABLE
Old version HB-board (A-1372-835-A) with new version B-board (A-1136-147-A)

New version HB-board (A-1372-904-A) with old version B-board (A-1136-110-A)

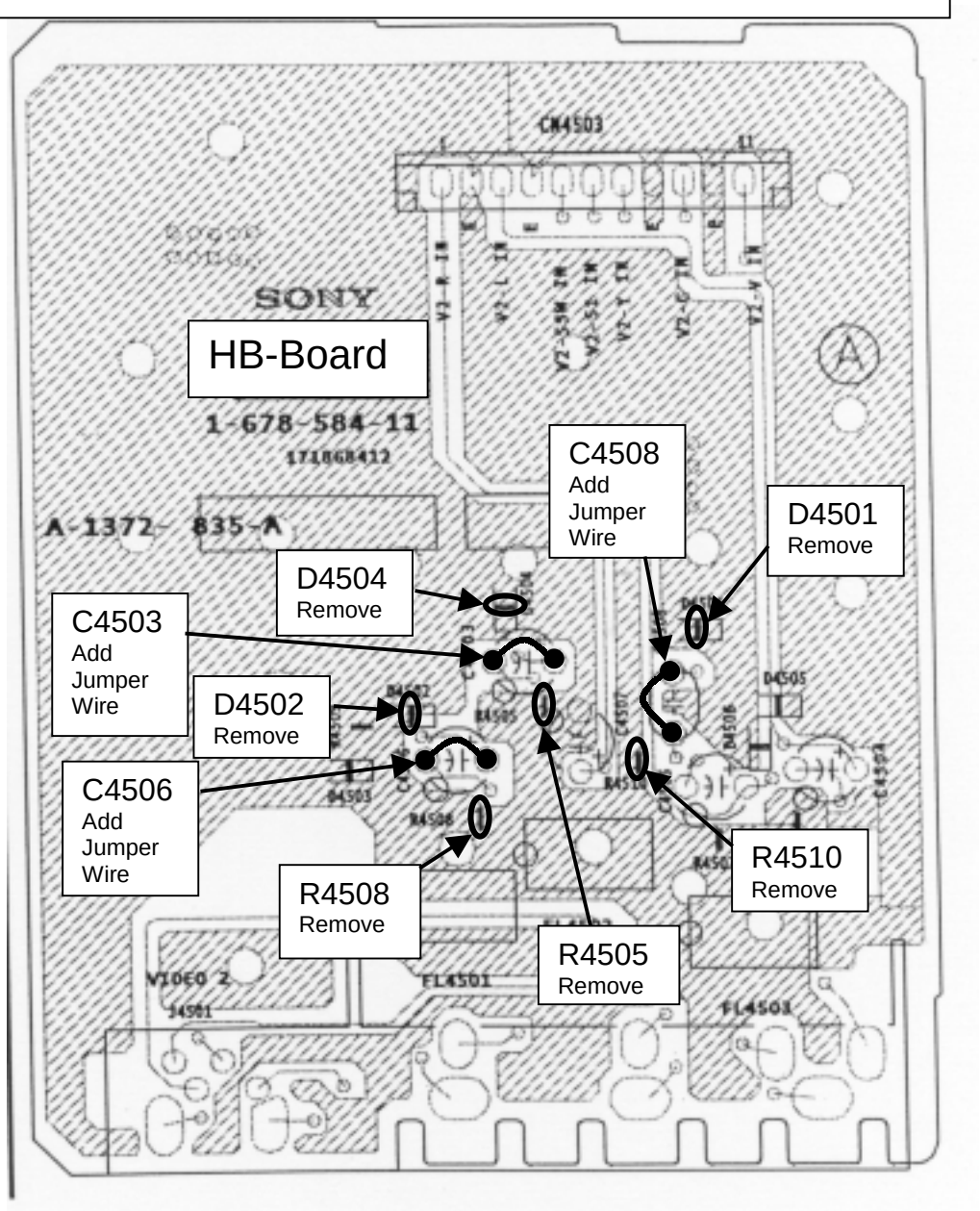
Continued on next page……

As only the new version B-board will be supplied as service parts, you may encounter a compatibility problem if the set has the old version HB-board. In this case, the old HB-board can be easily modified to be compatible with the new version B-board, as follows:

Remove: R4505, R4508, R4510, D4501, D4502, D4504.

Add jumper wire across: C4503, C4506, C4508.

Making old version HB-board compatible with new version B-board



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CSV-1

Model: **KV-20FV10, KV-24FV10** **No.** **515R1**

Subject: **Intermittent Picture When Playing Back DVD on the BA-4C Chassis.** **Date:** January 8, 2002

Symptom:
(2312) When playing back a DVD the picture will intermittently blank out and the video label will appear.

Solution: If the customer should complain of the symptom above please make the following changes to the "A" Board.

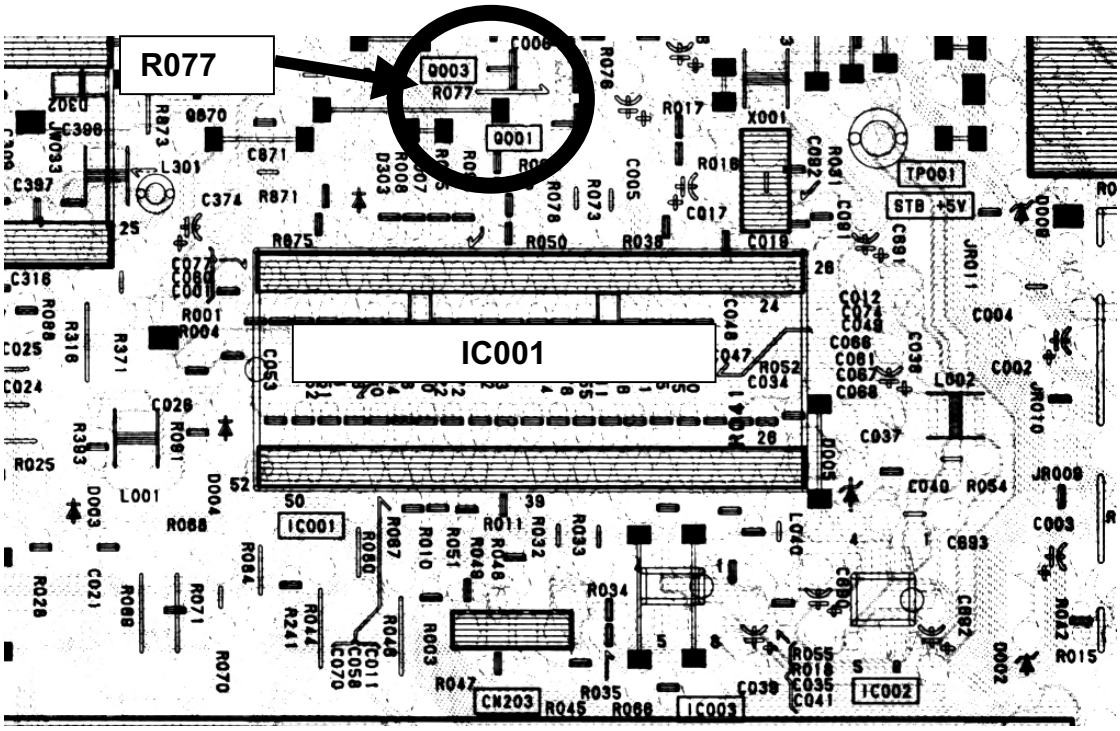
For model KV-20FV10

Ref	Location	Description Former	Description New	Part Number
R077	Q001 Base-Emitter "A" Board I-12	100K	150K	1-216-101-11

For model KV-24FV10

Ref	Location	Description Former	Description New	Part Number
R077	Q001 Base-Emitter "A" Board G-9	100K	150K	1-216-101-11

Continue on next page



From S/M KV-24FV10 page 40 location G-9

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CSV-1

Model: **KV-13FM12, KV-13FM14, KV-20FS12 KV-20FV12, KV-24FV12, KV-27FS12 KV-27FS16, KV-27FV16, KV-32FS12 KV-32FS16**

No. **516R1**

Subject: **Intermittent Picture When Playing Back DVD on the BA-5 Chassis.**

Date: March 22, 2001

Symptom:

(2312) When playing back a DVD the picture will intermittently blank out and the video label will appear.

Solution: If the customer should complain of this symptom please make the following changes to the MA, or MB Board.

Models: KV-13FM12, KV-13FM13, KV-20FS12, KV-20FV12, KV24FV12

Ref	Location	Description Former	Description New	Part Number
R1020	Base Q1009 MB BOARD C-4	100K 1/10w	150K 1/10w	1-216-101-11

Models: KV-27FV16, KV-32FS12, KV-32FS16

Ref	Location	Description Former	Description New	Part Number
R077	Base Q006 MA BOARD D-3	100K 1/10w	150K 1/10w	1-216-101-11

Models: KV-27FS12, KV-27FS16

Ref	Location	Description Former	Description New	Part Number
R077	Base Q006 MA BOARD C-1	100K 1/10w	150K 1/10w	1-216-101-11

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Model: **KV-13M42, KV-13M52, KV-13M53, KV-20M42 KV-20S42, KV-20S43, KV-27S42, KV-27S46 KV-27S66, KV-27V42, KV-27V66**

No. **517**

Subject: **Intermittent Picture When Playing Back DVD on the BA-4D Chassis**

Date: May 9, 2001

Symptom:

(2312) When playing back a DVD the picture will intermittently blank out and the video label will appear.

Solution: If the customer should complain of the symptom above please make the following changes to the "A" Board.

For models KV-13M42, KV-13M52, and KV-13M53

Ref	Location	Description Former	Description New	Part Number
R077	Q001 Base-Emitter "A" Board F-9	100K	150K	1-216-101-11

For models KV-20M42, KV-20S42, and KV-20S43

Ref	Location	Description Former	Description New	Part Number
R077	Q001 Base-Emitter "A" Board F-9	100K	150K	1-216-101-11

For models KV-27S42, KV-27S46, KV-27S66, KV-27V42, and KV-27V66

Ref	Location	Description Former	Description New	Part Number
R077	Q001 Base-Emitter "A" Board I-12	100K	150K	1-216-101-11

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CSV-1

Model: **KV-27FV16** **No.** **518**

Subject: **SRS Mis-Operation** **Date:** January 12, 2001

Symptom:

(117X) When the SRS is activated, and the set is turned off, one would expect SRS to be activated when the set is turned back on. In reality, when the set is turned on the SRS is deactivated, but the customer menu screen shows that the SRS is still activated, when it is not.

Solution: If the customer complains of the symptom above please replace the CPU IC001 on the MA Board with version 3.1.

Reference	Former	New	Part Number
IC001	M37280MK-11SP	M37280EKSP Version 3.1	T-998-607-66

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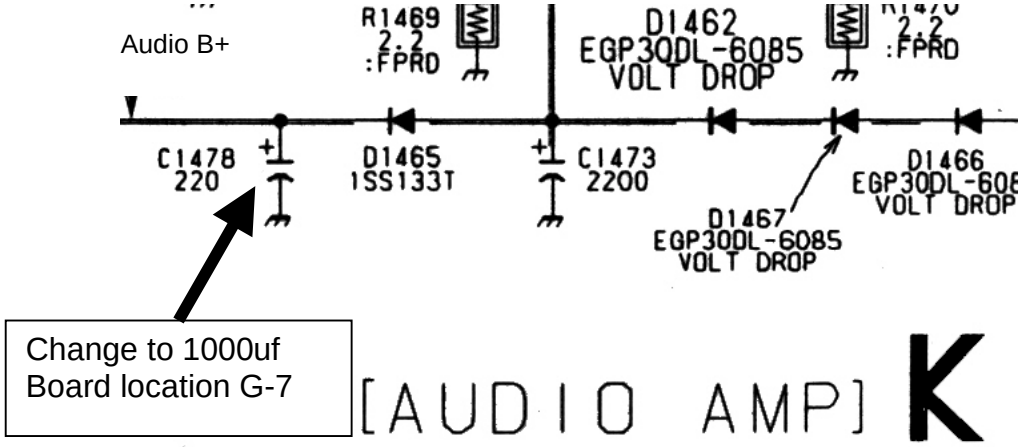
Model: **KV-32V68, KV-35V68** **No.** **519**

Subject: **Whistle Sound From Speakers.** **Date:** January 12, 2001

Symptom:
(1525) With TV guide screen ON, when the set is turned OFF there is a strange sound like a whistle sound from the speaker.

Solution: If the customer should complain of the symptom above change the value of C1478, on the "K" Board, as follows.

Ref.	Description Former	Description New	Part Number
C1478	220uf/50v	1000uf/50v	1-126-972-11



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Model: **KV-36FS12, KV36FS13, KV-36FS16, KV-36FS17** **No.** **520R3**

Subject: **Transparent Bar In Picture** **Date:** September 17, 2001

Symptom:
(1343)

With a signal applied to the “S” Input of Video 1, while viewing a component signal connected to the Video 4 input. A transparent bar that travels across the screen can be seen.

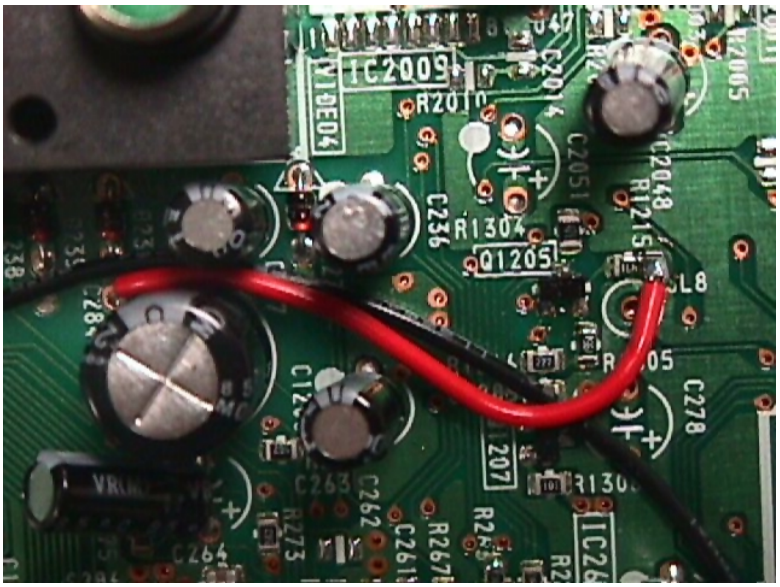
Solution:

If the customer should complain of the symptom above please implement the following circuit change, on the UY Board.

Add two jumpers to the UY board. Use 24AWG insulated wires as follows:

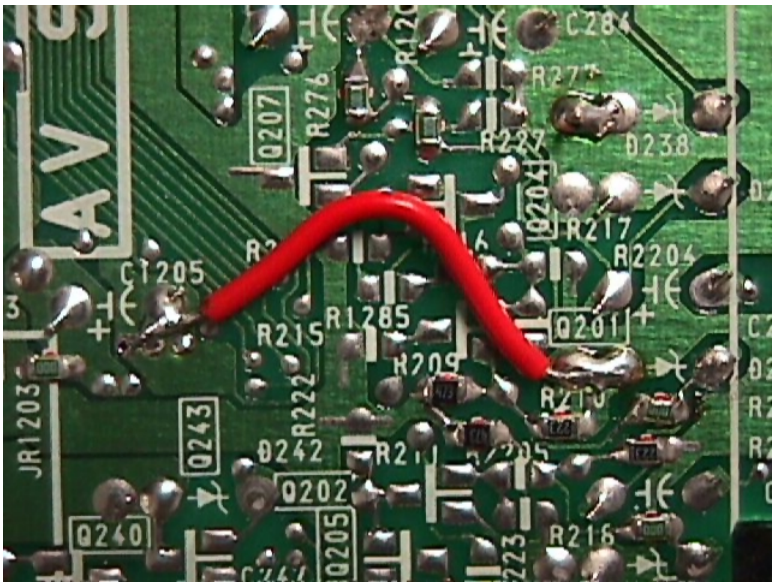
1. D238 Anode to R1215 ground side.

2. D201 Anode to C1205 ground side.



Add jumper between R1215 & Anode of D238

Board location:	Component side
R1215 (Ground side)	G-7.
D238 (Anode side)	G-7.



Add jumper between C1205 Ground side & D201 Anode side

Board Location:	Component side
C1205 (Ground side)	H-8
D201 (Anode side)	G-7

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CSV-1

Model: **KV-32FV16, KV-32FV26** **No.** **521**

Subject: **Incorrect IC identified in Self-diagnostic instructions of the service manual.** **Date:** January 30, 2001

Symptom:
(xxxx) The IC identified in Self-diagnostic instructions on the CD-ROM issued with the Service Manual is incorrect.

Solution: The Service Manual incorrectly misstates the potential cause of vertical deflection (V-Stop) as IC502. Please update self-diagnostic test indicator table on page 4 of the AA-2U Service Manual, as follows:

Probable cause for stoppage of vertical deflection (V-Stop) is that IC561 on the "A" Board is faulty.

Diagnostic Item Description	# of times Standby/Timer LED Flashes	Self-diagnostic Display Diagnostic Results	Probable Cause Location	Detected Symptoms
V-Stop	4 Times	4:0 or 4:1	+12V is not supplied (A Board **IC561** is faulty	Has entered standby state after horizontal raster. Vertical deflection pulse is stopped Power line is shorted or power supply is stopped.

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CSV-1

Model: **KP-41T15, KP-41T25, KP-41T35, KP-46C36**
KP-46S15, KP-46S17, KP-46S25, KP-46V25
KP-46V35, KP-48S35, KP-48V45, KP-53S15
KP-53S17, KP-53S25, KP-53S35, KP-53V25
KP-53V35, KP-53V45, KP-53XBR45
KP-53XBR4CT, KP-61S35 KP-61V25
KP-61V35, KP-61V45, KP-61XBR48

No. **522**

Subject: **CRT Coolant Leakage**

Date: May 11, 2001

Symptom:
(1111) Coolant found leaking from rubber diaphragm of CRT.

On rare occasions, coolant may leak onto the metal CRT bracket and onto circuit boards below causing symptoms of “no picture” and/or “no sound”. This is due to component damage related to the coolant contacting circuit boards.

IMPORTANT NOTES:

- **Replace all three CRTs, if any of the three CRTs are found leaking coolant.**
- **This Bulletin is applicable only on the models and their applicable serial number range as stated in this bulletins (refer to the following charts).**

Solution: If any of the above symptoms should occur, all 3 CRTs should be replaced.

If any of the boards were damaged by the coolant, ensure that all the coolant has been removed from the boards and repair to component level. **Wear rubber gloves while cleaning coolant to avoid coolant contact with skin**. Clean the coolant off the boards by thoroughly wiping the board with a rag and brush and replace any defective components.

The coolant is a alcohol glycerin base product, therefore after cleaning and replacing any defective components the board can be used without further failures caused by the coolant. Please use care when discarding the cleaning materials, to insure no harm comes to others.

Applicable to the following CRT Assembly part numbers subject to date range below

CRT	CRT Type	P/N
Red	07MAB5	8-736-080-05
Red		8-733-503-05
Green		8-736-078-05
Green		8-733-501-05
Blue		8-736-079-05
Blue		8-733-502-05
Red	07MAB6	8-736-082-05
Red		8-733-506-05
Blue		8-736-081-05
Blue		8-733-505-05
Red	07MAC3	8-736-077-25
Red		8-733-517-05
Red		8-733-493-05
Red		8-733-498-05
Red		8-736-644-15
Blue		8-733-497-05
Blue		8-736-076-25
Blue		8-733-512-05
Blue		8-733-516-05
Blue		8-736-643-15
Blue		8-733-492-05
Red	07MAC4	8-733-508-05
Blue		8-733-507-05

Continue on next page

CRT	CRT Type	P/N
Red	07MAC2	8-736-077-15
Red		8-733-515-05
Red		8-733-496-05
Red		8-733-644-05
Red		8-733-491-05
Red		8-733-527-05
Green		8-736-075-05
Green		8-733-513-05
Green		8-733-494-05
Green		8-736-642-05
Green		8-733-489-05
Green		8-733-509-05
Green		8-733-518-05
Green		8-733-525-05
Blue		8-736-076-15
Blue		8-733-511-05
Blue		8-733-514-05
Blue		8-733-495-05
Blue		8-736-643-05
Blue		8-733-490-05
Blue		8-733-526-05
Red	Hitachi	A-1501-251-A
Red		A-1501-310-A
Green		A-1501-312-A
Green		A-1501-252-A
Blue		A-1501-253-A
Blue		A-1501-311-A

Continue on next pager

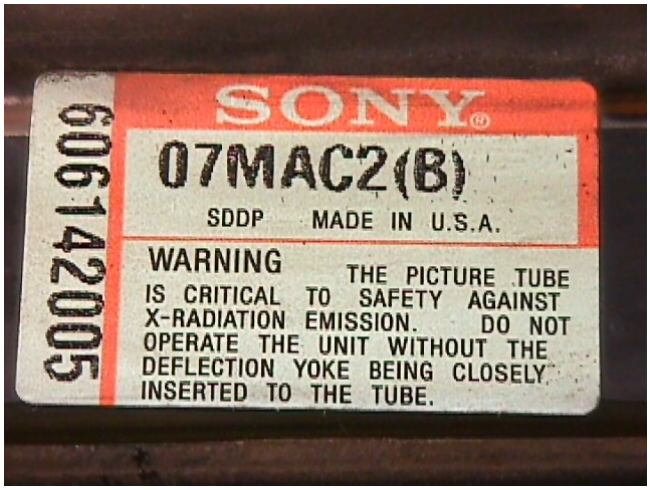
CRT manufacturing date range between: 04/01/95 through 12/20/97

CRT WTDS label code 50401NNNN through 71220NNN

WTDS CRT label - date code explanation:

Projection CRT WTDS label

The date code on the CRT
can be deciphered as follows
606142005
6 represent the year
06 represent the month
14 represent the day
2005 is the line number
06/14/96 line number 2005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07MAC2(B)
SDDP MADE IN U.S.A.
WARNING THE PICTURE TUBE IS CRITICAL TO SAFETY AGAINST X-RADIATION EMISSION. DO NOT OPERATE THE UNIT WITHOUT THE DEFLECTION YOKE BEING CLOSELY INSERTED TO THE TUBE.
606142005

Serial Number Range Of Affected Models:

Model	S/N Start	S/N End	Date
KP-41T15	9000001	9021920	4/95-1/96
KP-41T25	9000001	9012800	3/96-2/97
KP-41T35	9000001	9007075	6/97-10/97
KP-41T25	9100001	9106547	10/96-7/97
KP-41T35	9100001	9114566	8/97-1/98
KP-46C36	9000001	9009488	4/97-12/97
KP-46S15	9000001	9021400	5/95-3/96
KP-46S17	9000001	To the end	5/96-/5/97

Continue to next page

Model	S/N Start	S/N End	Date
KP-46S25	9000001	9028150	3/96-1/97
KP-46V25	9000001	9008200	6/95-4/96
KP-46V35	9000001	9006950	6/96-4/97
KP-48S35	9000001	9016681	3/97-1/98
KP-48V45	9000001	9005120	6/97-12/97
KP-53S15	9000001	9017000	5/95-11/96
KP-53S17	9000001	To the end	5/96-/5/97
KP-53S25	9000001	9030000	3/96-2/97
KP-53S35	9000001	9044806	2/97-1/98
KP-53V25	9000001	9010750	6/95-5/96
KP-53V35	9000001	9011720	6/96-4/97
KP-53V45	9000001	9017791	4/97-1/98
KP-53XBR45	9000001	9041787	9/95-1/98
KP-53XBR4CT	9000001	9000100	12/97-1/98
KP-61S35	9000001	9009320	5/97-1/98
KP-61V25	9000001	9005520	6/95-5/96
KP-61V35	9000001	9006230	6/96-4/97
KP-61V45	9000001	9006820	6/97-12/97
KP-61XBR48	9000001	9018535	9/95-1/98

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CSV-1

Model: **KV-32XBR200, KV-36XBR200** **No.** **523**

Subject: **No Audio After Replacing G-Board; G-Board Received From WRPC-AS May Not Be Compatible In TV.** **Date:** February 2, 2001

Symptom:
(1510) G-boards received from WRPC-AS might not have the audio 5V regulator components mounted. In this case, the TV will have no audio.

Solution: **When ordering a G-board for the KV-32XBR200 or the KV-36XBR200 be sure to also order the parts listed below!** The solution depends on the 2-digit suffix of the printed-wiring version silkscreened on one corner of the G-board received from WRPC-AS.

For printed-wiring versions 1-671-380-21 and lower follow procedure # 1.

For printed-wiring versions 1-671-380-22 and higher follow procedure # 2.

REF	DESCRIPTION	PART NUMBER
IC651	IC, BA05T	8-759-450-47
R651	RESISTOR 33 OHM, 5%, 3 WATT	1-215-908-00
-	HEATSINK FOR IC651	REUSE FROM ORIGINAL BOARD
-	SCREW W/ WASHERS	REUSE FROM ORIGINAL BOARD
-	HEATSINK COMPOUND	OBTAIN LOCALLY

Procedure # 1 (for printed-wiring versions 1-671-380-21 and lower):
1- Install the heatsink for IC651. Apply heatsink compound to the heatsink.

2- Install IC651 and R651, then install board in set and check for normal operation.

Procedure # 2 (for printed-wiring versions 1-671-380-22 and higher):
1- Refer to illustration # 2 on the last page. Very carefully use a razor knife to cut the printed-wiring pattern as shown in the drawing. Make sure there is at least 0.5 mm space between the patterns after they are cut.

2- Measure the resistance between pins 4 and 5 of connector CN642 to make sure the pattern was cut completely. The resistance should initially be about 3 megohms, rising to infinity ohms. A low resistance, or 0 ohms, indicates that the pattern was not completely cut.

Continued on next page….

3- Install the heatsink for IC651. Apply heatsink compound to the heatsink.

4- Install IC651 and R651, then install board in set and check for normal operation.

Mounting Locations For IC651 And Heatsink, And For R651.

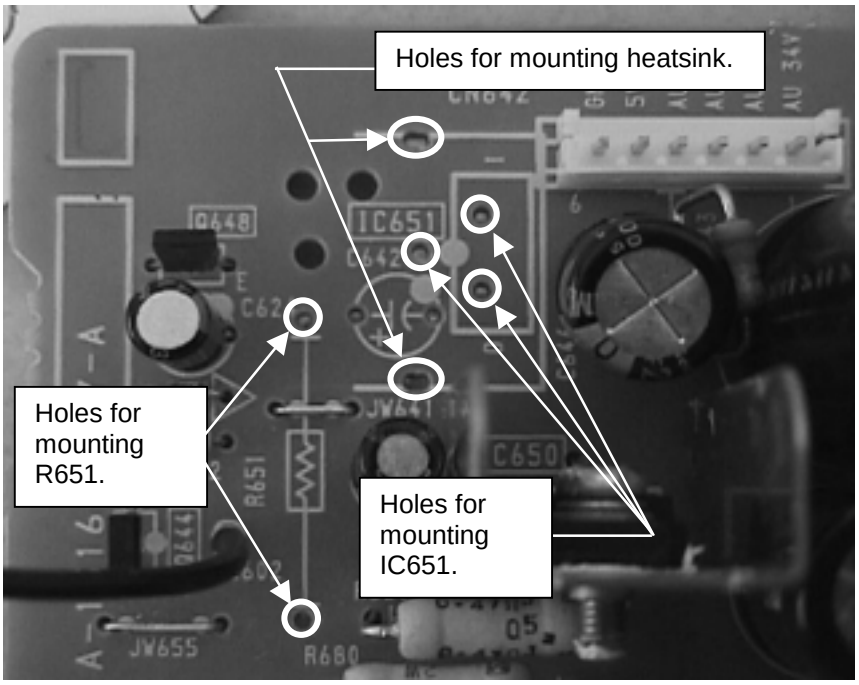
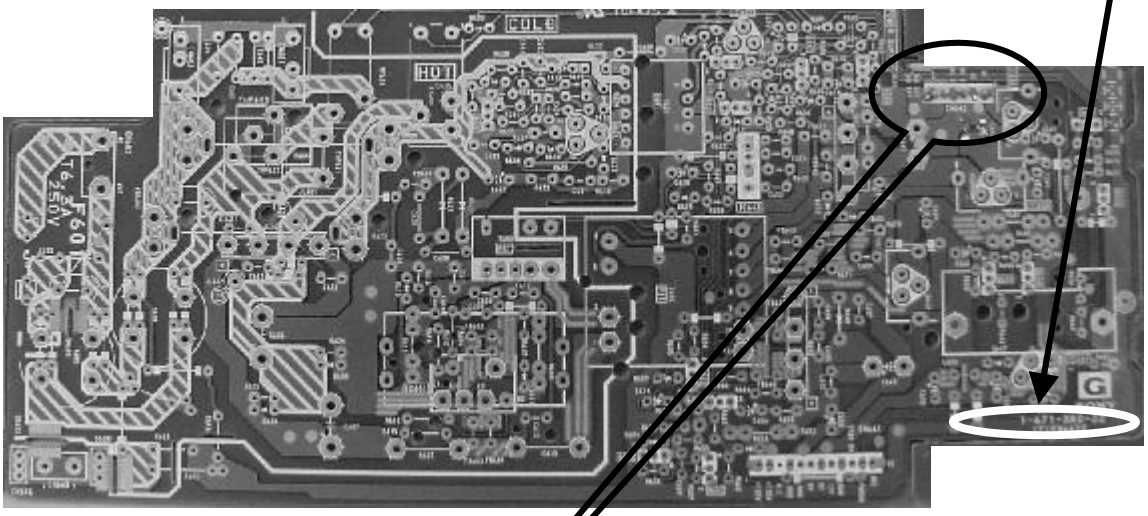


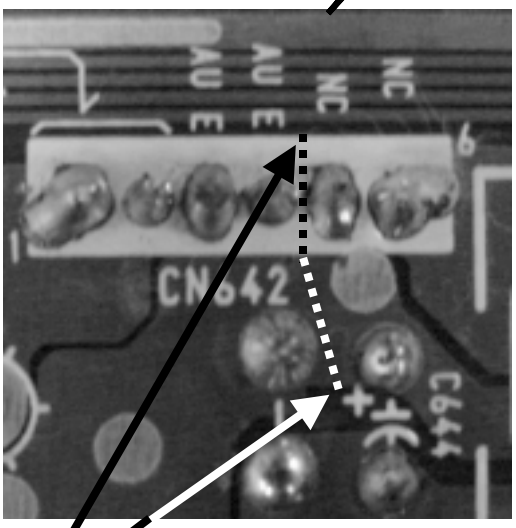
Illustration # 1

Continued on next page….

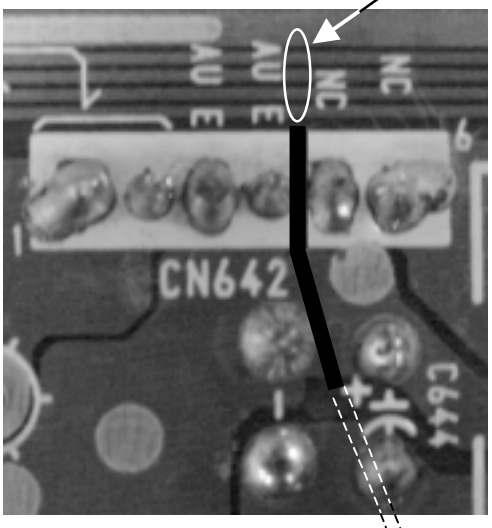
G-board With Printed-wiring Pattern Version -22 And Higher.

Last 2 digits of the top number indicate printed-wiring version. For example, number 1-671-380-22 indicates version -22 printed-wiring pattern.





Caution: make sure you do *not* cut these thin patterns!



Minimum space between patterns after cutting is 0.5 mm.

Cut the printed wiring pattern as indicated by the dotted line.

Illustration # 2

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Model: **KV-36FS10, KV-36FS12, KV-36FS16**
KV-36FV15, KV-36FV16, KV-36FV26
KV-36XBR250

No. **524**

Subject: **Rear Cabinet Part Number Change. A/V & RF Labels Do Not Come With The Rear Cabinet.**

Date: February 5, 2001

Symptom:
(xxxx) The rear cabinet on the models above has been changed to a generic P/N. The new rear cabinets do not have the A/V or RF labels.

Solution: If the rear cabinet is replaced the two labels will need to be order as well.

Model	Rear Cabinet	RF Label	Terminal Label
KV-36FS10	4-068-998-03	4-070-354-01	4-070-352-51
KV-36FS12	4-068-998-03	4-070-353-01	4-076-655-21
KV-36FS16	4-068-998-03	4-070-353-01	4-076-655-21
KV-36FV15	4-068-998-03	4-070-353-01	4-070-352-31
KV-36FV16	4-068-998-03	4-070-353-01	4-076-655-21
KV-36FV26	4-068-998-03	4-070-353-01	4-076-655-21
KV-36XBR250	4-068-998-03	4-070-353-01	4-070-352-41

Reference: J. Gwinn

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Model: **KP-53HS10, KP-61HS10**

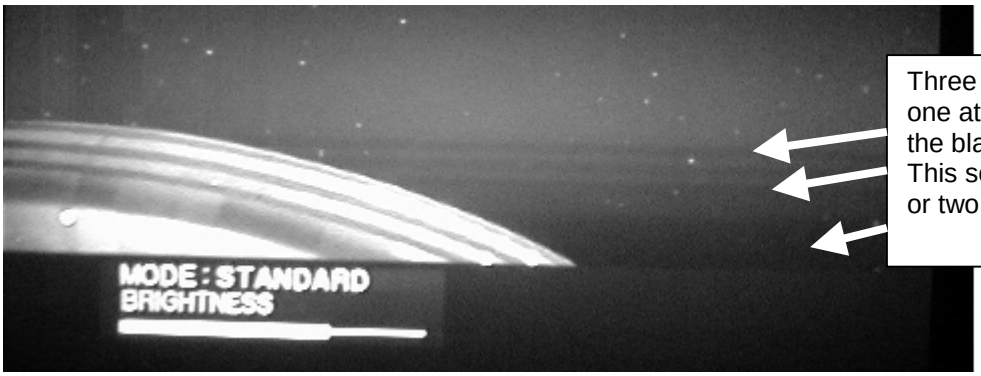
No. **526**

Subject: **Banding Symptom With Progressive Scan input on Video 5**

Date: March 7, 2001

Symptom: (133X) During certain scenes of certain DVD movies titles with progressive scan DVD players. A slight horizontal banding maybe noticed on the following edge of a moving image.

Cause Sandcastle “clamp” pulse overlaps video signal causing clamping errors.



Three thin horizontal lines and one thick one at the bottom before the lower part of the black bar of the letterboxed imaged. This scene occurs during the first second or two of chapter 6 of Star Trek 2.

Solution: If the customer should complain of this symptom please incorporate the following Service Data change.

1. Change in the Service Mode PWM1 from 0 to 42.
2. Confirm Flash Focus operation in the Service Mode.

Ref	Former Setting	New Setting
PWM1	0	42

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Model: **KP-41T15, KP-46S15, KP-53S15** **No.** **527**

Subject: **Supplement-2 CRT part numbers are incorrect** **Date:** March 16, 2001

Symptom:
(1185) The part numbers given in Supplement-2 for the CRT's are incorrect.

Solution: Please see the table below for the correct CRT part numbers.

SUPPLEMENT-2

SUBJECT: ADD OF PART No.

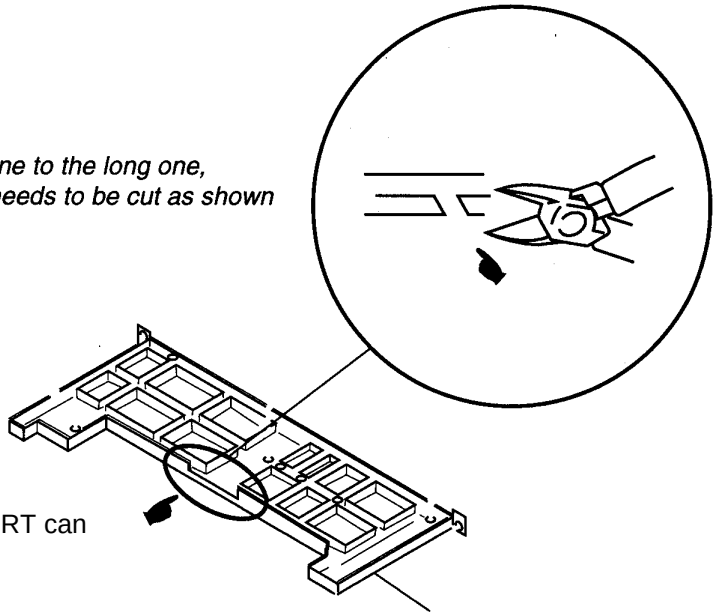
☛ : Indicates changed portion

File this supplement with the Supplement and Service manual.

SECTION 2. DISASSEMBLY

2-12. PICTURE TUBE REMOVAL(See page19)

< Note >
As the picture tube was changed from the short one to the long one, the main bracket on the primary production sets needs to be cut as shown in the picture.
Other wise the CRT cannot be assembled.



Please cut the plastic chassis with cutters so the CRT can fit properly

BRACKET,MAIN PC BOARD
(Part No.4-047-949-03)

See CRT P/N information on the next page.

Model	Description	Incorrect	Correct	Subbed to
KP-41T15	CRT Red	8-733-496-01	8-736-080-05	8-733-578-25
	CRT Green	8-733-494-01	8-736-078-05	8-733-577-25
	CRT Blue	8-733-495-01	8-736-079-05	8-733-574-15
KP-46S15	CRT Red	8-733-496-01	8-736-080-05	8-733-578-25
	CRT Green	8-733-494-01	8-736-078-05	8-733-577-25
	CRT Blue	8-733-495-01	8-736-079-05	8-733-574-15
KP-53S15	CRT Red	8-733-498-01	8-736-082-05	8-733-579-25
	CRT Green	8-733-497-01	8-736-078-05	8-733-577-25
	CRT Blue		8-736-081-05	8-733-575-15

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Model: **KV-32S42, KV-32S66, KV-32V42**
KV-35S42, KV-35S66, KV-35V42

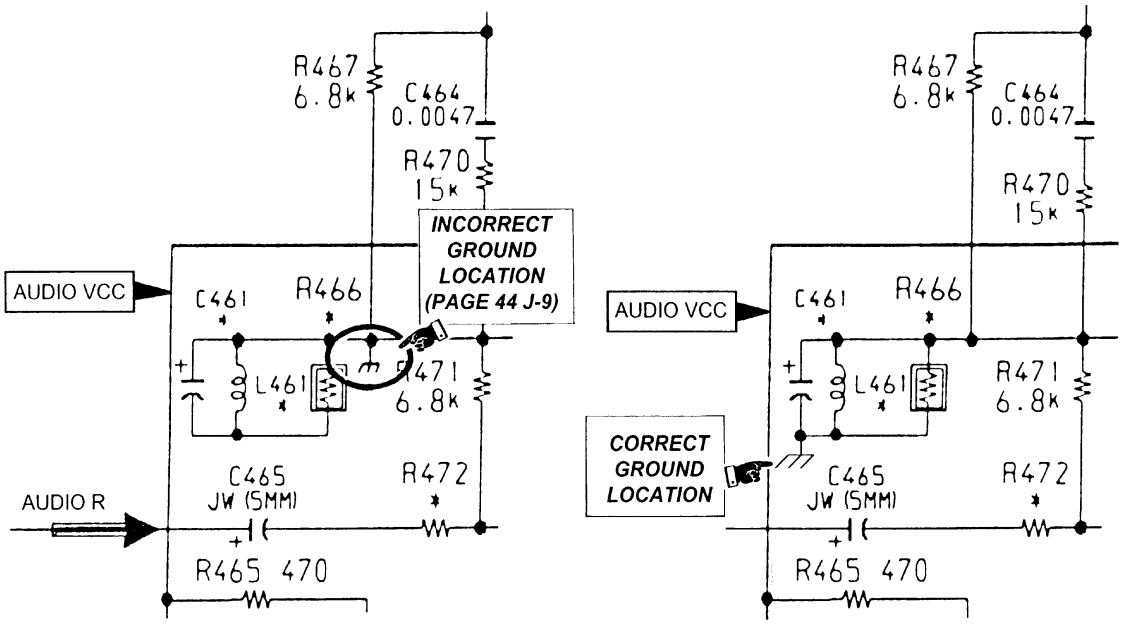
No. **530**

Subject: **Schematic diagram incorrect, audio section**

Date: May 15, 2001

Symptom:
(818X) The schematic diagram of the audio circuit is incorrect.

Solution: Please correct your service manual with the information below.



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Model: **KP-57XBR10W, KP-65XBR10W** **No.** **531**

Subject: **Improved Service Adjustment Procedure For The RA-4W Chassis Models** **Date:** April 27, 2001

Solution:

(1330) Procedure to Improved picture Quality

The procedures below should be followed if the customer is complaining of poor picture quality. Although these procedures were written for the RA-4W chassis they can also be applied to the RA-3 & RA-4 chassis in most cases.

Note: **Test equipment required:**

1. Pattern Generator (with component (Y, Pb, Pr) outputs)
   Ex. Leader 408 or Quantum Data 801GG

Important Notes:

- **Pre-Aging of the TV:** Age the TV set before attempting to adjust the set (especially focus) by one of the recommended amounts below. Aging Conditions: Apply an all white signal 100-IRE, minimum 30 min to a maximum of 1 hr. (over an hour, causes the CRTs to heat past the optimum adjustment point), ***OR*** TV signal (with moving picture) minimum 2 hrs (no maximum time applies). If this method of aging is used, be sure to coordinate with the customer/dealer beforehand so that the set is ready upon your arrival. Use Vivid picture mode setting on TV.

- **Order of Adjustments:** Please follow the order of adjustments as stated in this document. This will maximize results while minimizing readjustment.

- **Confirmation / Adjustment Method:** This procedure first instructs the technician to confirm whether an adjustment is necessary. The technician should only perform the adjustment if the confirmation indicates that it is required.

- **Method on how to Turn Off the CRTs**: To perform some adjustments, it will be necessary to turn off the CRTs, which can be done in the Service mode by doing the following: Select adjustment category "MCP1", adjustment item # 07 "RON", #08 "GON", or #09 "BON". The applicable CRT is on when its data is "01", and off when its data is "00".

- **Accessing the internal generator through the service mode.** Select Category PJE MODE using the 2 or 5 remote button. Repeated pressing of the remote button #6 will allow you to cycle through the crosshatch, dots, and white signal video pattern.

Continue on next page

Service data adjustment to Improve Edge Enhancement in NTSC mode:
Change the Service data in both categories MCP4 and MCP5. (Categories)
The adjustment item “SYS” data should be changed from 2 to 1 in both TV and Video modes.
Write the new Service data settings.

Screen Adjustment G-2/ Sub-bright adjustment:
Equipment required: Darkened Room and/or a heavy blanket to cover the set.
Signal Applied/Input: Select Video 1 input / No signal applied
Adjust points: G2 (Screen Controls) VRs for RGB and Sub-Brightness register
Conditions: Darken Room preferred. If not possible, a blanket must cover the front of the screen.

- Standard Picture Mode (reset mode to ensure proper setting of this mode)
- Turn off ALL the CRT outputs in Service mode.

Confirmation Procedure:

1. To confirm proper setting (with all 3 CRTs OFF), the screen should ALMOST be at cut-off.
2. If not, check Sub-Bright Data in the service mode. Service data Range is usually 21 to 25 in the Service menu, category "MCP2", adjustment item 01 "SBRT".
3. If the picture is still not at almost cut-off, proceed to the adjustment procedure below.

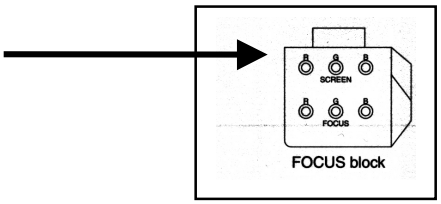
Important Notes on G2 setup: It is **crucial** that the G2 adjustment be done as accurately as possible. If it is off even slightly, white balance and focus can be greatly affected. Also, if the G2 is set incorrectly, it may cause an intermittent video shutdown condition, due to the affect on the IK circuit.
Therefore, the following procedure must be adhered to:

- The room should be as dark as possible.
- Also, a **blanket (standard heavy mover’s blanket used to protect furniture) is required for this procedure**. The blanket must be placed over the technician and the front of the TV screen to minimize the ambient light. Only with this method can the technician see the correct adjustment level**.**

Adjustment Procedure:

1. Turn the green screen control on the Focus Block until retrace lines appear and gradually turn it back until the point where you can see the retrace line disappears, just before cutoff.
2. Turn the red screen control on the Focus Block until retrace lines appear and gradually turn it back until the point where you can see the retrace line disappears, just before cutoff.
3. Turn the blue screen control on the Focus Block until retrace lines appear and gradually turn it back until the point where you can see the retrace line disappears, just before cutoff.
4. **If the screen still appears too bright after proper G-2 adjustment, please adjust the sub-bright control down until screen cut-off.** (Service data Range is usually 21 to 25 in the Service menu, category "MCP2", adjustment item 01 "SBRT").

Screen Controls Located on Focus Block

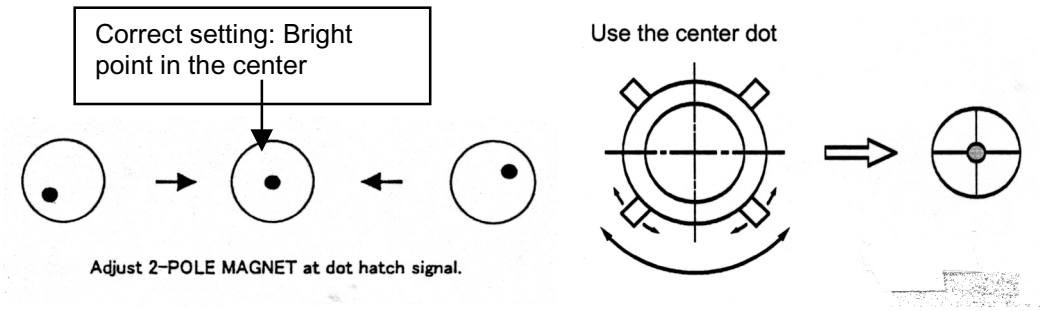


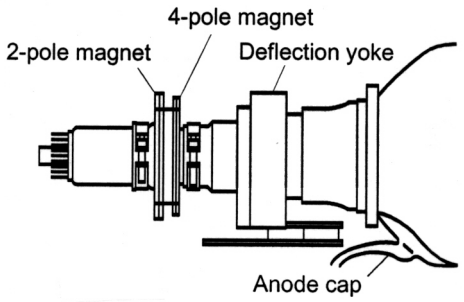
Green, Red & Blue CRT 2 Pole Magnet Confirmation / Adjustment:

Equipment required: Pattern Generator
Signal Applied/Input: Dot Hatch Pattern (100-IRE) / Video 1 input
Adjust points: Confirmation: RGB Focus VRs Adjustment: 2 Pole Magnets on CRTs
Conditions: Brightness to 50% and Picture to 100%

Confirmation/ Adjustment Procedure for 2 Pole Magnet Adjustment:

1. Turn off Red and Blue CRTs.
2. Turn G VR to the CCW (over-focus) and view the center luminance point, which must be in the center of the dot. (See diagram below).
3. Rotate the VR back and forth to verify that the luminance point remains in the center. If it does, this adjustment is not required. If the luminance point does not remain in the center, you must perform the 2 Pole Magnet adjustment. Note: In the large majority of cases, this adjustment will not be needed.
4. Adjust the 2-Pole Magnet on the CRT to center the luminance spot.
5. Set the VR for best focus
6. **Perform the same procedures for the Red and Blue CRTs**.

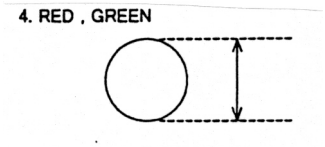




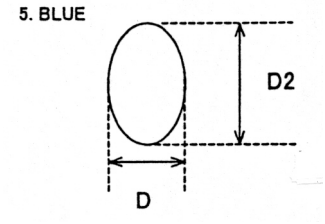
4-Pole Magnet Confirmation / Adjustment for the Green & Red & Blue CRTs:

(Same setup/conditions as for the 2-Pole magnet adjustment)

1. Turn off the red and blue CRTs.
2. Turn the green focus control on the Focus Block to the CW and the spot will become larger.
3. The dot should be round. If it is oval, perform the following steps.
4. Adjust the two tabs (the tabs towards the bell of the CRT) until the spot becomes round.
5. **Red Adjustment: Perform the same procedure for the Red CRT 4-Pole Magnet. Adjust if necessary, see following illustration.**
6. **Blue Adjustment: Perform the same procedure as the Green CRT, however the shape should be a slight vertical oval (not round) in the center of the screen. Adjust if necessary, see the following illustration.**



Red and Green dot should be round



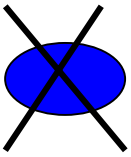
The Blue dot should be Oval in shape. The vertical should be 1.5 x the horizontal size

Blue De-Focus adjustment (The blue focus needs to be slightly defocused so to produce a more pleasing picture). Same setup/conditions as for the previous adjustment, except select the **Vivid mode (**reset the Vivid Mode to ensure proper settings).

Confirmation / Adjustment:

Correct: blue dot in center of the screen has a vertical oval →

Incorrect: blue dot in center of the screen has a horizontal oval →

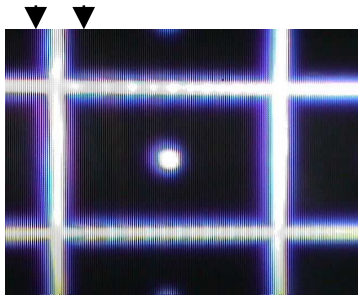


1. Adjust the blue focus VR to the CW (under focus) slightly while looking at the left side of the screen.
2. When the blue horizontal luminance line (not flare) starts to increase in size, stop turning the VR. The Vertical or Horizontal width of the blue luminance line should be no larger than x1.5 the size of the green line.
3. Turn the green CRT back on to confirm the size of blue in reference to green.

NOTE: This adjustment will of course make a slight blue outline visible on the white lines, however an additional blue flare may be seen *(halo around the blue luminance lines).* If the additional blue flaring is seen, (see picture below) it may be necessary to adjust the blue lens mechanical focus. The blue flare should be minimized as much as possible; adjust to best position, which has the least amount of flare.

See photo below: Far left side should have a slight blue edge in Vivid mode with a 100-IRE hatch.

Blue Flaring →



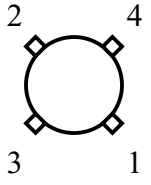
Example:
If too much blue flare is seen, then adjust blue mechanical lens focus

CRT/ Lens Focus adjustment:

Equipment required: Pattern Generator
Signal Applied/Input: All white 100-IRE signal for aging & crosshatch for adjustments
Adjust points: Mechanical lens adjust and adjustment of the electrical focus VRs
Conditions: Set must be pre-aged as describe in the front section of this document, under Important Notes.

1. Apply a crosshatch pattern to one of the video inputs.
2. Start with the Green CRT, therefore turn off the other two CRTs in the Service mode.
3. Two persons, one to adjust the lens, and one to watch the front of the picture will achieve better overall adjustment results. If a second person is not available, apply a white sheet of paper on the inside of the screen. Then by looking at the paper's reflection in the sets mirror, adjusting the mechanical lens as in the next step.
4. Adjust the mechanical lens of the Green CRT first (loosen the wing nut on the lens. Adjust the lens to achieve proper (equal) balance between left and right sides of the picture, while also achieving good center focus. Focus in the center area of the screen should be better than in the corner areas.
5. If proper balance cannot be achieved, then loosen all lens screws and re-seat the lens (see the drawing below for the locations of the lens screws). Then create a just-snug condition *(each screw's washer is slightly compressed)* with the screws and try to adjust the focus again.

ONLY IF PROPER BALANCE STILL CANNOT BE ACHIEVED, remove lens screws and rotate the lens 90°. Reinstall the lens screws in the new pilot holes. The new pilot holes will not have had screws installed previously, so you should expect to feel some resistance while installing the screws. Tighten the screws by following torque sequence shown in the drawing below, but do not completely seat the screws (over-torque). Perform lens re-adjustment again. With a 100-IRE crosshatch pattern, you may see a slight amount of blue or red halo on the green crosshatch lines. This is caused by the prism effect of the green CRT lens. However, try to minimize the amount of blue or green flare seen on the screen while maintaining sharper more defined lines. If red halo is seen on the green lines re-adjust the focus lens to eliminate reddish colored flare.



←Torque sequence applied to lens. If slight tilt / rocking motion is noticed, lean lens to the # 3 or # 4 position and begin torque sequence. Start at position No.1 and tighten until each screw's washer is slightly compressed.

1. IMPORTANT: After the mechanical focus is performed, adjust the electrical focus on the focus block for a final touch-up. Once again, try to achieve proper balance between center and corners while keeping center slightly better.

2. Red mechanical lens adjustment should apply the same method as described for green, except for the color of the flare, which will be red to a yellowish red. Try to

minimize or eliminate this flare as much as possible.

White balance adjustment:

Equipment required: pattern generator with 100 IRE all white pattern.
Optional: white balance meter.
Signal Applied/Input: 100 IRE all white pattern
Adjust points: Registers accessed in the service mode
Conditions:
This adjustment must be done in Standard picture mode for both the Neutral and Warm settings, however, please check color tracking to determine if this adjustment is necessary. To do this, apply a B&W signal and check it at both high and low brightness settings to verify the grayscale and white levels do not have color tinting. If the set checks good for color tracking, it is not necessary to do this procedure. Please note if the G2 was adjusted, it is most likely the white balance should be adjusted.

Provided below are two methods to adjust white balance. One with a white balance meter (preferred) and one without.

Preliminary setup for White Balance Confirmation / Adjustment
In Standard picture mode
All other user controls at their reset condition. To reset the user controls, press the rest button on the remote control while Standard picture mode is active. Under the Standard Mode Menu (customer menu/user controls), select "COLORTEMP" and set it to Neutral. Check the white balance in both high (100-IRE) and low (20-IRE) IRE all white signal. If a low IRE signal is not available, then reduce the picture level until an appearance of 20-IRE signal is seen on the screen. This is approx. 3 bars (display dashes that illustrate level) up from minimum picture adjustment on the picture bar-graph display on the screen. Proceed to the adjustment section below if the color temperature (tracking) appears to be incorrect for either the high or low IRE input signal. A white balance meter can be used to confirm the white balance if available. If adjustment is required, perform the white balance adjustments by either method below.

Adjustment with a white balance meter: (Preferred Method)

1. For the High-level IRE all white signal adjust R/G to 1.05 and B/G to 0.9. (Adjust by RDRIV, BDRIV in MCP1)
2. For the Low-IRE adjustment, adjust picture level to 3 bars up from minimum on the picture bar-graph display if the IRE input signal level cannot be adjusted to 20-IRE. (Adjust RCUT, and BCUT in adjustment category "MCP1" the same as above, i.e. R/G to 1.05 and B/G to 0.9.
3. After low-level white adjustment (cutoff adjustment) repeat the high level adjustment to achieve proper white balance tracking.
4. Confirm the adjustment with COLORTEMP set to WARM mode. Picture should become slightly more reddish; if not, repeat the adjustments shown above. In addition, confirm adjustment by switching to a black and white broadcast movie if

available.

Adjustment without white balance meter:

1. The 100 IRE all-white signal must be adjusted by eye. Adjust RDRIV, BDRIV in MCP1 to make the white as pure as possible.
2. Adjust picture level to 3 bars up from minimum on the picture bar-graph display if the IRE input signal level cannot be adjusted to 20 IRE. Adjust RCUT, and BCUT in adjustment category "MCP1" by eye to make the gray as pure as possible.
3. After low-level white adjustment (cutoff adjustment) repeat the high level adjustment to achieve proper white balance tracking.
4. Confirm the adjustment with COLORTEMP set to WARM mode. The picture should be slightly more reddish; if not, repeat the adjustments above. Please also confirm adjustment by switching to black and white broadcast movie if available. If a B&W signal is not available, turn the color off using the customer controls. In some sets, the customer controls may not entirely eliminate all color, thus in this case, an external B&W signal needs to be applied. Below are typical white balance data ranges for each model.

ADJ.	**KP65XBR10W**	**KP57XBR10W**
RDRIV	28~33	35~40
BDRIV	22~23	15~20
RCUT	51~57	55~60
BCUT	40~42	32~38

Geometry/ Convergence adjustment:

Equipment required: pattern generator (should have 1080i Y,Pb,Pr capability)
Signal Applied/Input: Crosshatch (for 1080i adjustment, signal must be applied to Video 5 input)
Adjust points: Registers accessed in the service mode
Conditions: Multiple Modes will require to be checked for mis-convergence and geometry.

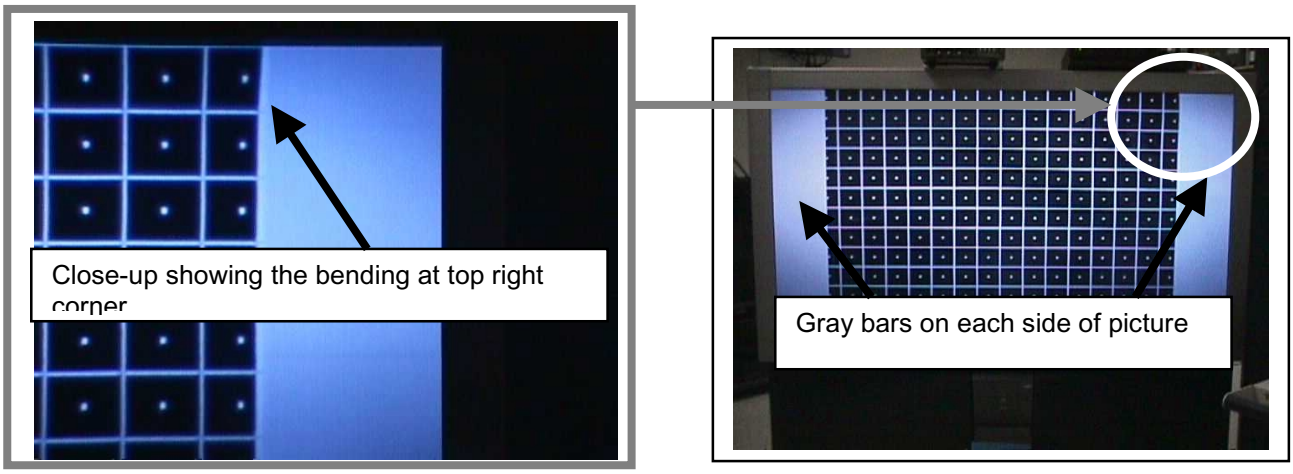
1. **Normal/Full**
2. **Wide-Zoom**
3. **Zoom**
4. **1080i mode: (Video 5 input Only)**

IMPORTANT NOTE: For each mode, use the remote to enter the modes above (in the order listed) and check for correct geometry and convergence. If adjustment is required, use the Fine Adjustment Mode to correct the distortion. After adjusting each mode (while still in the Fine Adjust Mode) write the data into memory (Muting, then Enter) and then activate the Flash Focus (button on front of set) before going to the next mode.

- Either darken the room or shield the screen from ambient light so the Flash Focus works properly.
- Do not adjust sizing, position or centering, as it may cause mis-operation of the Flash Focus circuit, causing major convergence and geometry mis-adjustment.

Start with the Normal Mode (this will also adjust the Full mode simultaneously. Full and Normal modes share the same adjustment data). Special Geometry adjustments are required in Normal mode (4:3 mode with gray bars on sides):

1. Touch up top and bottom areas where the gray bars begin. Adjust these areas as needed in the fine adjustment mode (see Fine Mode Adjust in the Reference Section), green first, followed by red and blue. This will ensure gray bar edges are straight in 4:3 mode. The inboard edges of the gray bars should be completely straight, top to bottom. See following illustrations:



2. Change Normal mode to FULL mode and adjust all four corners to straighten out vertical lines at the sides of the screen.
3. Also adjust the convergence as needed in all modes. Pay special attention to center outside areas.
4. While still in the Fine adjust Mode, write the data into memory and then activate Flash Focus on the front of the set.

Check / Adjust Wide Zoom Mode: If the mode checks OK, continue to other modes, if not, please adjust in Fine Mode and Write the data into memory and then activate Flash Focus on the front of the set.

Very Important:

If Wide Zoom mode needs to be adjusted and data is written into memory, the set will automatically resets VSCO in category VDSP to 0 FOR ALL MODES. Wide Zoom mode uses data 0 for VSCO, however, you must manually set the data back to 7 in ALL the other modes or else the vertical size adjustment will be incorrect.

Check / Adjust Zoom Mode: If the mode checks OK, continue to other modes, if not, please adjust in Fine Mode and Write the data into memory and then activate Flash Focus on the front of the set.

Check / Adjust the 1080i Mode: To be able to check and adjust this mode, you must either have a 1080i video signal or a 1080i generator. If you do not have either of these, you cannot perform this adjustment, therefore proceed to the next adjustment. If you do have either one of these items, then proceed with this adjustment.

Apply a 1080i signal to the Video 5 input and go into service mode. Turn on internal crosshatch signal and adjust as needed. Please note, a 1080i signal MUST BE APPLIED to the Video 5 input for the internal crosshatch generator to enter the 1080i mode. If this is not done, the pattern displayed will not be 1080i but stay in the NTSC 480i mode. Please note: If a 1080i crosshatch generator is available, use this signal to adjust rather than using the internal pattern (this is a preferable method). If the mode checks OK, continue to the next step, if not, adjust the set in the Fine Mode. After any new data is written (by pressing "MUTING: then "ENTER"), press "Flash Focus" in service mode so that TV can calculate the new offset data.

Final Check:

Now check each mode with a live video signal to verify correct operation. If problems still exist, please readjust. If a 1080i source is available, please check this mode.

Final steps, please enter the menu and select the **Video Icon** and view the set in **Standard** Picture Mode and then in the **Vivid** Picture mode. When **Vivid** is selected, please lower the brightness level slightly (10%). Blacks should appear black, not gray. Please select the mode that looks best to the dealer. Please Circle the Mode you selected to leave the set in**: Standard / Vivid**). Also, confirm that the **Dynamic Picture Function is ON** (in the Video Icon Menu).

SUPPORT DOCUMENTATION SECTION:

KP-(57/65) XBR10W PICTURE QUALITY QUESTIONNAIRE

SERVICE MANUAL INFORMATION

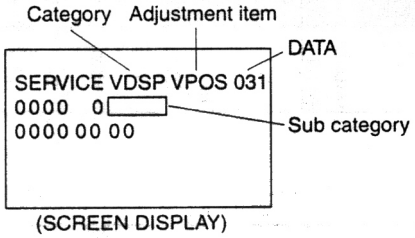
- **Method of setting the Service Adjustment Mode.**
- **Writing new data into memory**
- **Memory confirmation Method**
- **Adjustment buttons on the remote:**
- **Fine Adjustment Mode for Green, Red and Blue Convergence and Geometry**
- **Auto-Registration Error Code list**

- **Method of setting the Service Adjustment Mode.**

SERVICE MODE PROCEDURE

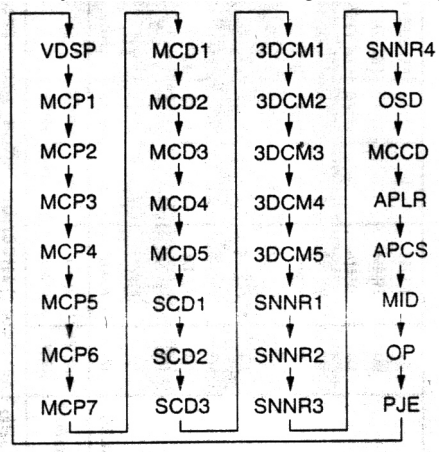
1. Standby mode. (Power off)
2. DISPLAY → 5 → VOL (+) → TV POWER
   on the Remote Commander.
   (Press each button within a second.)

SERVICE MODE ADJUSTMENT



3. The screen displays the item being adjusted.
4. The category is reached by using the remote buttons 2 and 5.
5. The Adjustment item is selected using remote buttons 1 and 4.
6. The Data is changed using remote buttons 3 and 6.

Using the remote 2 or 5 button you will search through the category shown in the chart below.



The acronyms above are the titles of the different adjustment categories. See the Service Mode charts for the definition of the various categories. Example: VDSP (Vertical Deflection Signal Processor).

1. If you want to recover the original data (if you did not save any changes) press the **0** then **Enter** button on the remote.

Writing new data into memory.

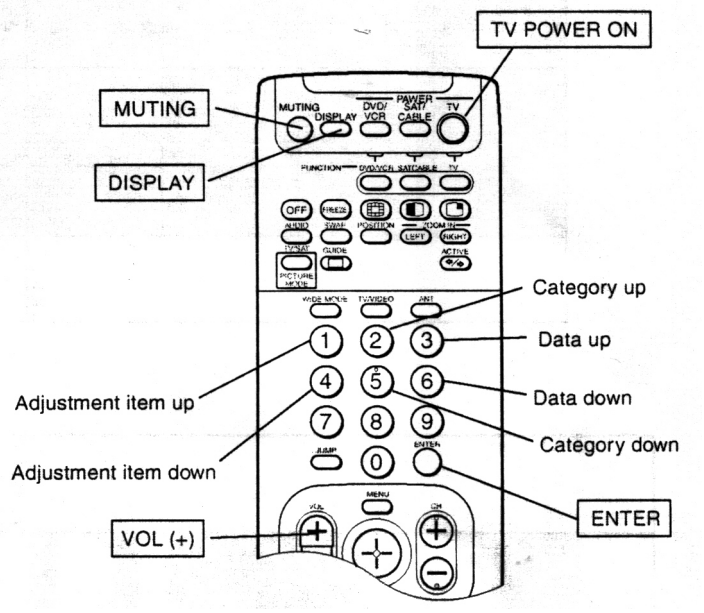
1. After adjusting the data it must be placed into memory (writing). This is done using the **muting** button (the data turns red) then the **Enter** button. (The data turns green)

Memory confirmation Method:

1. After finishing all adjustments and saving the data changes, remove the AC plug from the outlet, and then plug in again.
2. Turn unit on to Service Mode.

3. Check the data and confirm it retained the changes you made.

Adjustment buttons on the remote:

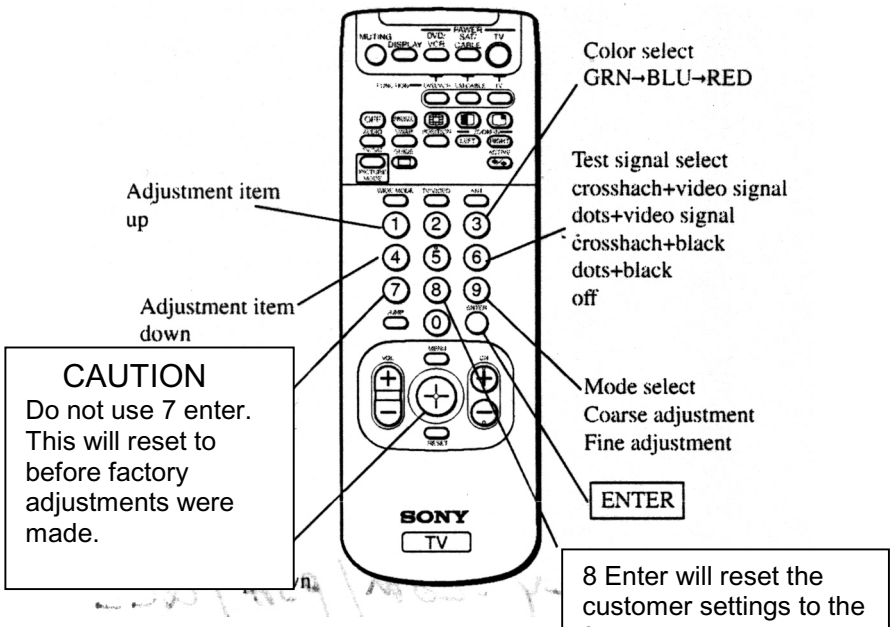


RM-Y907

Note: When the category PJE is selected, which displays an internally generated signal, several buttons on the remote commander will have different functions then listed above. Therefore, when in the PJE Mode, refer to section Registration Adjustment (PJE). **Function of buttons of remote commander for PJE mode**

Registration Adjustments (PJE)

Function of the Remote Buttons in PJE Mode



CAUTION
Do not use 7 enter. This will reset to before factory adjustments were made.

8 Enter will reset the customer settings to the factory settings. Also will reset the service Data to the last saved data entries.

IMPORTANT:
Separate adjustments are required for the multiple modes and MUST be done in the following order. (Each mode will require a separate adjustment.)

Full (Normal) Mode
Wide Zoom Mode
Zoom Mode
1080I (video 5 input mode)

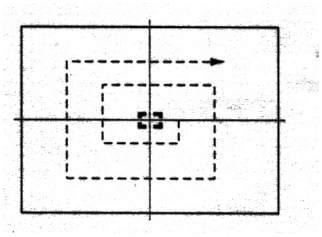
In all these modes, both color and geometry adjustments are required.

In order to do the 1080I (Video 5) mode adjustment, you must follow this procedure.
Connect green component from the 1080 generator to the green video 5 input.

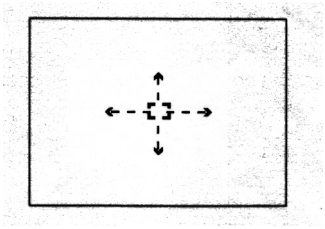
Video 5 forced 1080I mode setting OP 03 1080 to 001 in the
Service Mode.

Fine Adjustment Mode for Green, Red and Blue Convergence and Geometry:

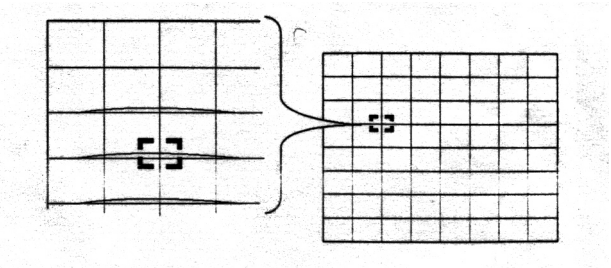
1. Press the 9 button on the remote. This puts you in the fine mode.
   The green cursor (in the green mode) appears on the center of the screen.
   (Pressing the 3 button will change the mode to Red or Blue)
2. Using the remotes 1 or 4 button, or the remote joystick, moves the cursor
   (See below) around the screen in a square-pattern.



Pressing the remote joystick the cursor turns green to white. When it is white the cursor can be moved up and down left or right around the screen.



Press once again the joystick button and the cursor stops and returns green, and you can adjust the miss-convergence in the cursor area.



Press the remote 9 button again to exit the fine mode and revert back to the coarse mode.
Store the new adjustment data values by using the remote buttons **Muting** then **Enter.**

IMPORTANT:

The adjustments above must be repeated for the different modes in the order below.
Full (Normal) Mode
Wide Zoom Mode
Zoom Mode
1080I (video 5 input mode)
In all these modes, both color and geometry adjustments are required.

Final Check:

1. Store the new adjustment data values by using the remote buttons M**uting** then **Enter.**
2. Press the FLASH FOCUS button on the front panel.
   (The Offset values are now automatically stored.)
3. Check that no error message appears.
4. If you get an error check the centering adjustment.
5. See the Auto Registration Error Code List for an explanation of the error code displayed.

3-11. AUTO REGISTRATION ERROR CODE LIST

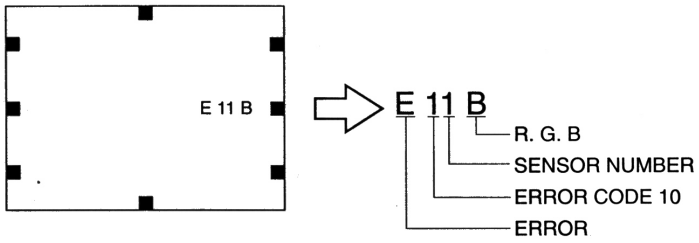
If an error code is displayed after the set has been fully adjusted, correctly, please check the following items: position, tilt and sizing. If either of these adjustments are off, even slightly, the auto-registration pattern will not hit the four sensors properly. This occurs when the internal generator patterns is being flashed on the screen for the sensors to read. Therefore, auto registration (called auto-focus) cannot operate properly causing an error code to be displayed. In order for this function to operate properly, correct position, tilt and size must be adjusted properly.

[ERROR CODE LIST]

ERROR CODE	DISCRIPTION	NOTE
00	No Error	
10	Sensor Output Level Low	* Check wiring, beam position, sensor.
20	Sensor Output Level High	* Check OP-amp circuit.
30	Adjustment Loop Counter Overflow	0 : " CENT V " 1 : " CENT H " 2 : " SKEW V " 3 : " SKEW H "
40	Regi Data Overflow	Same as Loop Counter Overflow
50	Regi Data Overflow	Same as Loop Counter Overflow
60	Offset Overflow	Same as Loop Counter Overflow * Check beam position. If need, adjust " PWM2 " for H error, " V CENT (main) for V error. * " PWM2 " is usually 34 or 36.
70	Offset Overdrow	Same as Counter Overflow * Check beam position. If need, adjust " PWM2 " for H error, " V CENT (main) for V error.
80	Green " V SKEW " too tilt	* Adjust Green beam righ or left sensopr, or Green DY tilt.

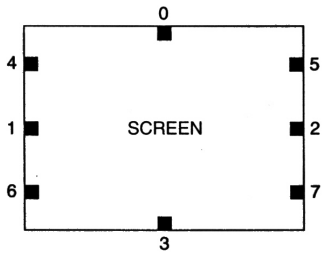
* In case of multiple error, last error is displayed.

• ERROR CODE SCREEN DISPLAY



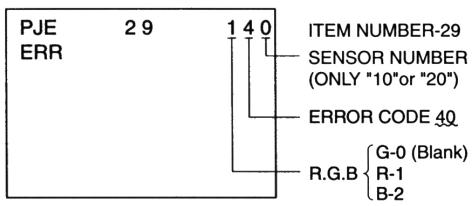
* Error code will be displayed on center of screen for 3 seconds.

[SENSOR POSITION]



0 : UPPER SENSOR
1 : LEFT SENSOR
2 : RIGHT SENSOR
3 : LOWER SENSOR
4 : UL SENSOR
5 : UR SENSOR
6 : LL SENSOR
7 : LR SENSOR

• ERROR CODE DISPLAY IN REGI SERVICE MODE



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Service Bulletin
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CSV-1

Model: **KV-36XBR400** **No.** **532**

Subject: **Hole For TV Stand Strap Missing From Rear Cover.** **Date:** April 27, 2001

Symptom:
(116B)

On limited production, the rear cover is missing a hole for securing a TV stand strap with a screw. The TV still meets the minimum standard for stability even when a strap is not used.

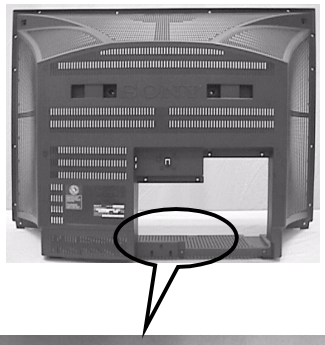
Solution:

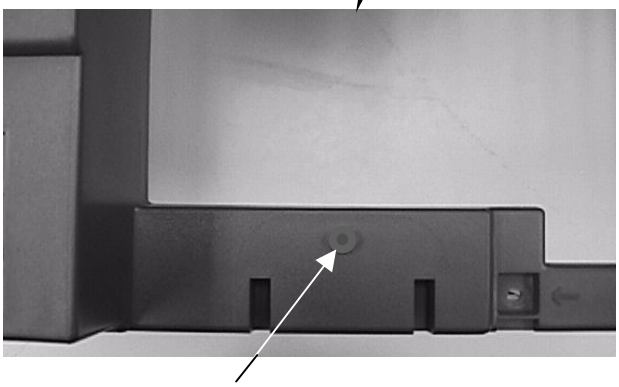
If the customer complains that there is no screw hole for securing a TV stand strap, follow the procedure below.

1- **Remove the rear cover from the TV. Attempting to add the screw hole to the cover while it is attached to the TV will likely result in internal damage!**

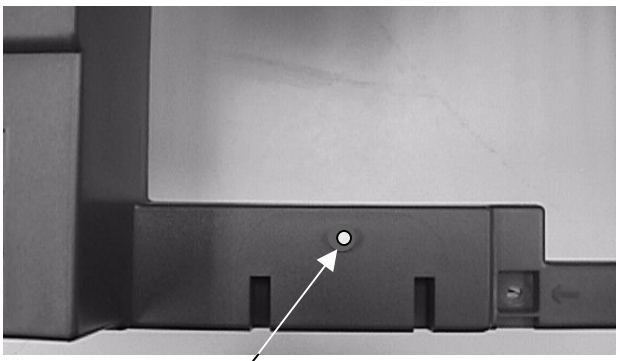
2 - Referring to the pictures below, use a 1/8" drill bit (suitable for drilling through plastic) to drill a hole completely through the appropriate area of the rear cover. Be sure to drill the hole straight, not at an angle. Drill from the outside of the cover.

Sets possibly affected: serial number range 9068000 - 9081924 **Not all sets in this range are missing the screw hole.**





Drill 1/8" hole here.



Rear cover after 1/8" hole is drilled.

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CSV-1

Model: **KV-32HS20, KV-32XBR400, KV-32XBR450, KV-36HS20, KV-36XBR400, KV-36XBR450**

No. **534**

Subject: **Cabinet Buzz Or Rattle At Power On.**

Date: May 9, 2001

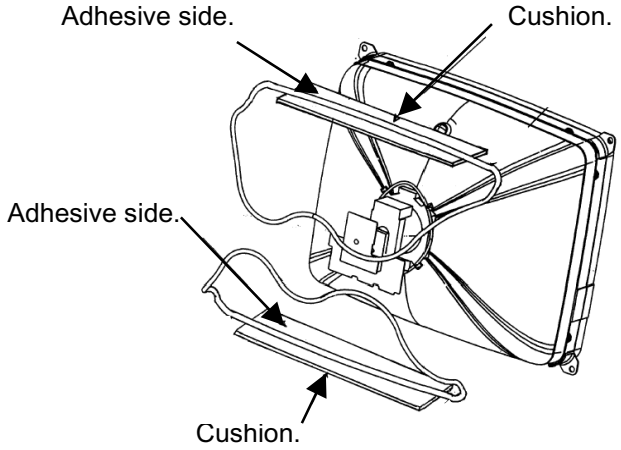
Symptom:
(6143)

Degauss coil vibration during degauss operation at power on causes a buzzing or rattling noise to be heard from the cabinet. This noise is beyond the normal hum that is briefly heard during the degauss operation.

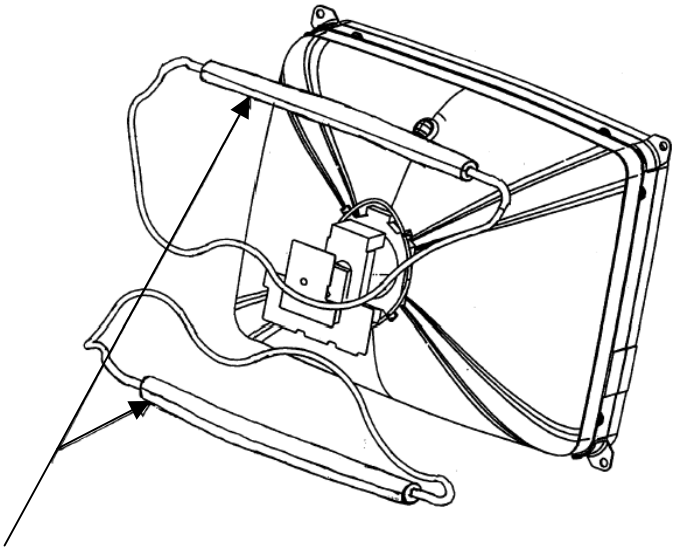
Solution:

If the customer complains of this symptom, install cushions around the degauss coils at the top and bottom of the set.

QUANTITY REQUIRED	DESCRIPTION	PART NUMBER
2	CUSHION, DEGAUSS COIL	4-084-728-01

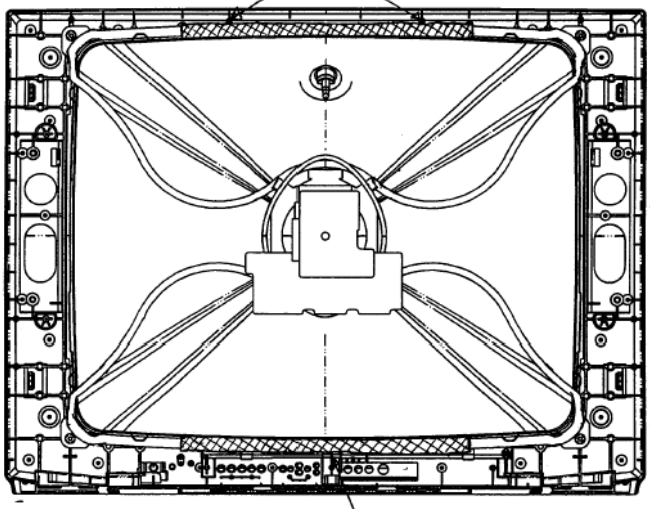


Step 1: Position a cushion below the top and bottom degauss coils as shown. Make sure the cushions are equally centered from left to right.



Step 2: Wrap the cushions around the degauss coil as shown.

Make sure top cushion is centered with cabinet bosses.



Make sure bottom cushion is centered with center rib.

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CSV-1

Model: **KV-20M42, KV-20S90** **No.** **535**

Subject: **Potential 30MHz Interference** **Date:** May 17, 2001

Symptom:
(1341) When the TV is on; other devices may pick up interference from the TV.

Solution: In order to improve the slight possibility of interference at 30MHz a Ferrite Core has to be added to the AC cord at the end closest to the rear cabinet. See fig 1

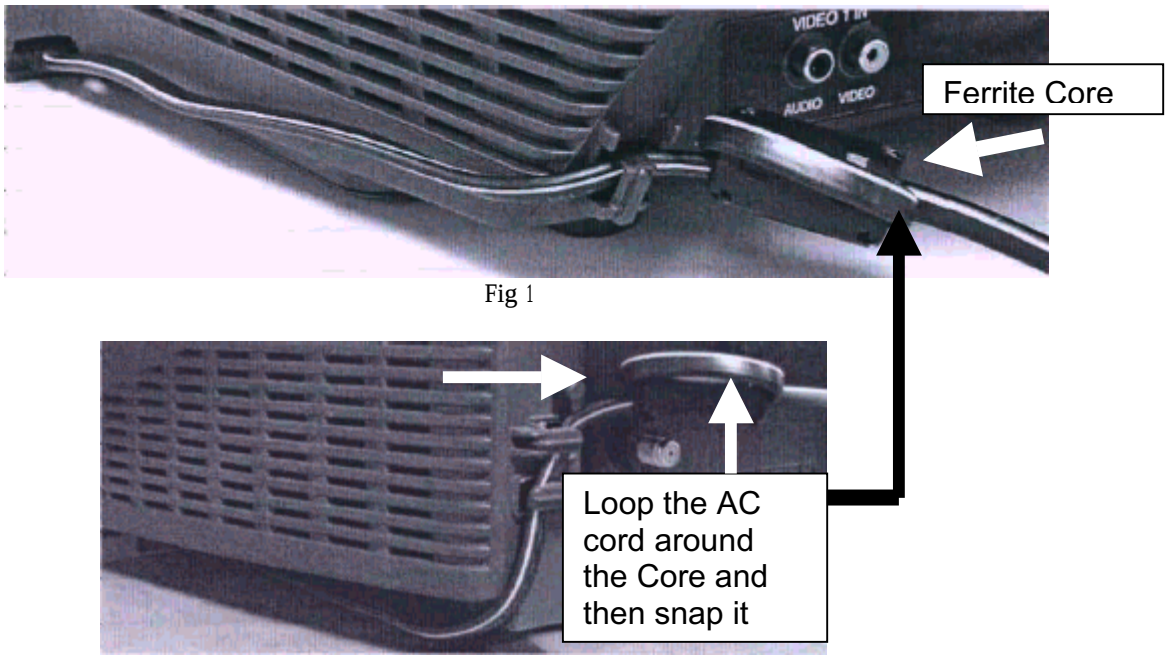

Fig 1

Model	Description	Part Number	Serial Number range that need this Ferrite Core
KV-20M42	Ferrite Core	1-500-386-11	4170001-4175650
KV-20S90	Ferrite Core	1-500-386-11	4000001-4000150

Reference: PCN 604299
AUTOFLAGGED - YES

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CSV-1

Model: **KP-43T75** **No.** **537**

Subject: **Lens and CRT Replacement Caution** **Date:** June 7, 2001

Symptom:
(1332) Poor corner focus after replacing the CRT.

CAUSE: Two types of lens and CRTs were used in this model. It is essential that the correct CRT's and Lens match occur. Poor corner focus will result if an incorrect CRT and Lens match occurs!

Solution: When replacing either the CRT or Lens the servicer should confirm what type CRT's and lenses are present in the set. Please refer to the information below for the correct CRT and Lens configuration.

USPL LENS ASSEMBLY	
Description	**P/N**
Lens Delta 78	4-056-258-11
CRT Red (07MXC2)	8-733-571-15
CRT Green (07MXC2	8-733-570-15
CRT Blue (07MAC2)	8-733-574-15

SEKINOS LENS ASSEMBLY	
Description	**P/N**
Lens Delta 78D	4-081-409-01
CRT Red (07MXC2S)	8-733-600-21
CRT Green (07MXC2S	8-733-598-21
CRT Blue (07MAC2S)	8-733-599-21

- USPL lens must only be used with the CRT's listed under the USPL column.
- Sekinos lens must only be used with the CRT's listed under the Sekinos column
- Service is authorized to mix USPL Lens/ CRT configuration with Sekinos Lens/ CRT configuration within the same set as long the correct CRT & Lens is used.
- For the case of a servicer replacing a CRT that has a Sekinos Lens and corresponding CRT is unavailable, a CRT listed under the USPL column may be used as an authorized substitution. However, the Sekinos lens must be replaced with a USPL Lens.

- For the case of a servicer replacing a CRT that has a USPL Lens and the corresponding CRT is unavailable, servicer must wait until CRT stock becomes available. (The Sekinos Lens will not be a stocked replacement part at W. R. P. C.)

Serial Number Range of units with Sekinos Lens

The serial number ranges provided below serve as a reference to the quantity of sets manufactured with Sekinos lens and the corresponding CRT. Always confirm the CRT and Lens combination removed from the set before ordering any parts.

Between		Between
9053053-9053652		9066571-9067370
9054132-9054931		9065351-9066150
9054932-9055047		9068871-9069670
9055856-9056277		9076992-9077691
9055048-9055297		9076098-9076191
9055298-9055817		9076192-9076991
9056990-9057889		9077692-9077791
9055818-9055840		9080098-9080797
9055841-9055855		9080798-9081597
9061807-9062373		9081598-9081907
9062374-9062448		9084767-9084866
9063470-9064269		9085124-9085703

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Model: **KV-32FS10, KV-32FV15, KV-32FV16 KV-32FV26, KV-32XBR250, KV-36FS10 KV-36FS12, KV-36FS16, KV-36FV15 KV-36FV16, KV-36FV26, KV-36XBR250**

No. **538**

Subject: **Stock Market Scroll Is loosing Horizontal Linearity.**

Date: June 7, 2001

Symptom:

(1335) When the stock market report is scrolled across the bottom of the screen there is a point where it seems to loose horizontal linearity. Checking with the crosshatch pattern the picture is OK.

Solution: If the customer should complain of this symptom please change the components on the “A” Board below:

Schematic location (S/M KV-36FS12 page 44) J-15. Board location H-6 page 41

Ref.	Former	New	Part Number
C553	0.39MF/250v 0.33MF/250v	0.15MF/250v	1-117-661-21
C516	0.82MF/250V	1.2MF/250V	1-117-672-21
L505	68UH Choke Coil	150UH Choke Coil	1-406-978-11

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Model: **KV-36FS12, KV-36FS13, KV-36FS16**
KV-36FS17, KV-36FV16, KV-36FV26
KV-36FV27, KV-36HS20, KV-36XBR400
KV-36XBR450

No. **539**

Subject: **CRT X-Ray Label**

Date: June 7, 2001

Symptom:
(118X) CRT X-Ray label may not come with a replacement CRT.

Solution: When replacing the CRT if the X-Ray label is not on the replacement CRT then the label below must be ordered and mounted on the replacement CRT.
See figures 1 and 2. For label and mounting locations.

Model	Description	Part Number
KV-36FS12	X-Ray Label	4-084-582-11
KV-36FS13	X-Ray Label	4-084-582-11
KV-36FS16	X-Ray Label	4-084-582-11
KV-36FS17	X-Ray Label	4-084-582-11
KV-36FS26	X-Ray Label	4-084-582-11
KV-36FV27	X-Ray Label	4-084-582-11
KV-36HS20	X-Ray Label	4-084-582-01
KV-36XBR400	X-Ray Label	4-084-582-01
KV-36XBR450	X-Ray Label	4-084-582-01

Note: In some cases this label was mounted on the inside of the rear cover. The label can remain there unless the rear cabinet is replaced. In that case the label should be ordered and placed on the CRT.

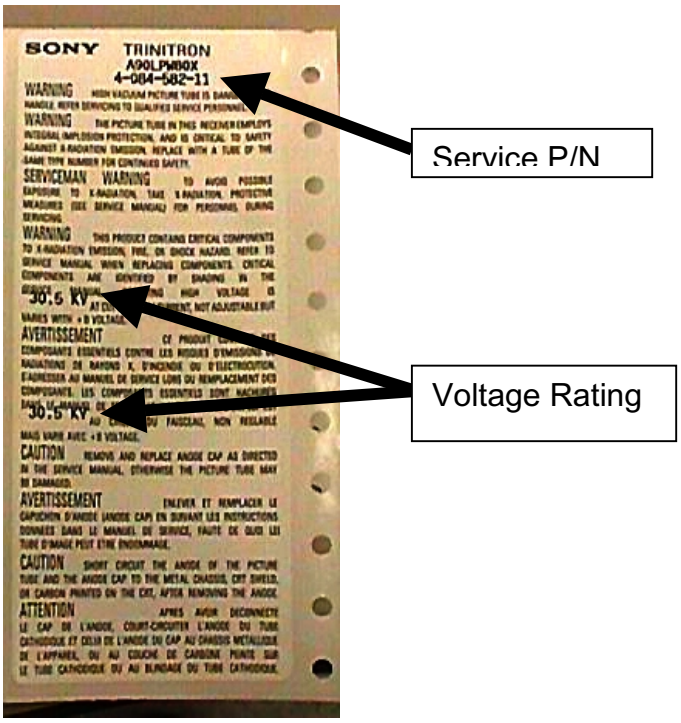

Fig. 1 X-Ray Label

Fig. 2 Mount the X-ray CRT label on the CRT bell.

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Model: **KV-27FV15, KV-27FV27, KV-32FS10, KV-32FV1**
KV-32FV15, KV-32FV16, KV-32FV26
KV-32XBR200, KV-32XBR250, KV-36FS10
KV-36FS12, KV-36FS13, KV-36FS16
KV-36FS17, KV-36FV1, KV-36FV15, KV-36FV16
KV-36FV26, KV-36FV27, KV-36XBR200
KV-36XBR250

No. **540**

Subject: **Part Number Correction (HDT)**

Date: July 30, 2001

Symptom:
(xxxx) The service Manual lists the incorrect part number for Ref T501 the Horizontal Drive Transformer (HDT).

Solution: Please correct the part number in your Service Manual as listed below:
Chassis affected AA-2H, AA-2W, AA-2U

Ref	Incorrect P/N	Correct P/N
T501	1-437-195-11	1-437-195-31

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Model: **KV-32XBR400, KV-36XBR400** **No.** **541**

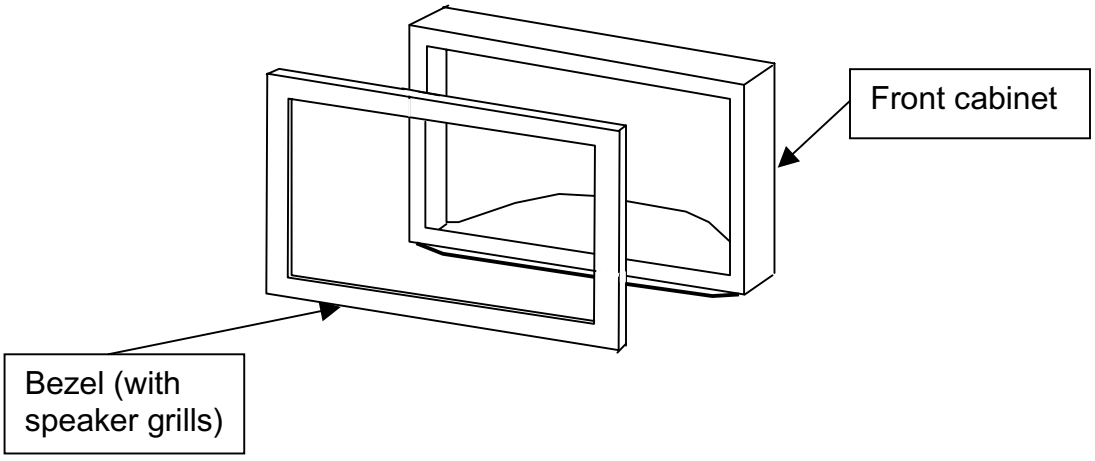
Subject: **New Bezel Is Available For Easier Speaker Grill Replacement.** **Date:** July 6, 2001

Symptom:

(1161) The corner of the speaker grills may peel away from the front cabinet assembly. To date, the only methods for replacement of the grills were to use a hot air gun to slowly and gently remove the grills, or to replace the beznet assembly which requires removal of the CRT.

Solution: If the customer complains about the speaker grill peeling away, the bezel portion of the beznet assembly (including speaker grills) is now available as a separate part that can be replaced without removing the CRT.

REF	DESCRIPTION	PART NUMBER
-	BEZEL (KV-32XBR400)	A-1017-297-A
-	BEZEL (KV-36XBR400)	A-1017-298-A



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CSV-1

Model: **KP-43HT20, KP-53HS20, KP-53HS30** **No.** **543**

Subject: **ABL Flicker in picture** **Date:** August 3, 2001

Symptom:

(1185) ABL flicker may be seen in the picture on the models above when 16:9 enhanced mode is turned on. The KP-61HS20 & KP-61HS30 were corrected before release. Therefore no action is necessary on the 61-inch models.

Solution: To correct this flicker the procedure below should be followed:

Model	Serial number Range of units affected
KP-43HT20	9700001-9703060
KP-53HS20	9700001-9701900
KP-53HS30	9700001-9703010

Procedure for Data Change on RA-6 Models

1. Access service mode during power on: (Press **"Display", "5", "Volume Up", "Power".**)
2. Exit auto channel program: (Press "**Channel –** ")
3. Select Video 1
4. Change display mode to 16:9 Enhanced Mode using the menu:
   A. Press "Menu"
   B. Use the joystick to select "Setup" settings
   C. Select "16:9 Enhanced: Auto"
   D. Change the setting to "ON"
5. Change the data for ABLT, from 15 to 0 by
   A. Press **"2"** (7) times.

B. Press **"4"** (8) times (ABLT is displayed).

C. Press **"6"** (15) times (changes data from 15 to 0).

D. Press **mute, enter** (Verify green **"WRITE"** turns red **"WRITE")**.

6. Press **"0", enter** to confirm data is 0.

If adjusting Sales Stock then the following steps should be included:

1. Perform "test-reset" by pressing **"8"** and **"ENTER"**.

2. Confirm channel 6 appears in snow signal.

3. Turn set off by power button (not by pulling AC cord from socket).

4. Repackage the set.

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Model: **KD-34XBR2, KDP-57XBR2, KDP-65XBR2** **No.** **544**

Subject: **Remote control decimal point button does not work with Sony combination DSS/DTV receiver (like SAT-HD100).** **Date:** August 20, 2001

Symptom:
(1150) The customer complains that the decimal point button on the remote control supplied with the set has no effect when using the remote control to direct tune a channel on a Sony combination DSS/DTV receiver (like the SAT-HD100).

Solution: If the customer complains of this symptom, replace the remote control with a special one that has been programmed with the DSS/DTV receiver decimal point function. You must order part number T-998-608-01. The special remote controls are physically identical to the standard remote controls.

REF	FORMER		NEW	
	DESCRIPTION	PART NUMBER	DESCRIPTION	PART NUMBER
-	STANDARD RM-Y185 REMOTE CONTROL	1-476-689-11	SPECIAL RM-Y185 REMOTE CONTROL	T-998-608-01

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Model: **KP-43T90, KP-48V90, KP-53V90, KP-61V90** **No.** **545**

Subject: **Essential boards used by the models in the SAYS program** **Date:** August 23, 2001

Symptom:

(818X) Need to know what boards are in the SAYS program

NOTE: In order to qualify for the SAYS program, the above models must be:
1. Purchased after 5-21-01 and still under warranty.
2. Sold/used in the contiguous US.

Solution:

Please see the list below:

Model	Description	Functionally	P/N	Chassis
KP-43T90	A Board	System control, Audio, tuner, YCJ, P in P, Comb, Reg. correction	A-1299-423-A	**RA-3B**
	CR Board	CRT Drive, RGB driver	A-1331-922-A	
	CG Board	CRT Drive, RGB driver	A-1331-923-A	
	CB Board	CRT Drive, RGB driver	A-1331-924-A	
	G Board	H/V, DY Drive, P/S	A-1316-475-A	
	HA Board	Function keys, Remote control receiver	A-1372-619-A	
	HB Board	Video 2 input, menu control key	A-1372-620-A	
	HC Board	Remote control receiver	A-1372-618-A	
	S Board	Sensor	A-1390-933-A	
KP-48V90	**Same as KP-43T90 except the following Board**			
	G BOARD	H/V, DY Drive, P/S	A-1316-498-A	**RA-3B**
KP-53V90	**Same as KP-43T90 except the following Board**			
	G Board	H/V, DY Drive, P/S	A-1316-499-A	**RA-3B**
KP-61V90	**Same as KP-43T90 except for the following Board**			
	G Board	Power Supply, HV & DY Drives	A-1316-498-A	**RA-3B**

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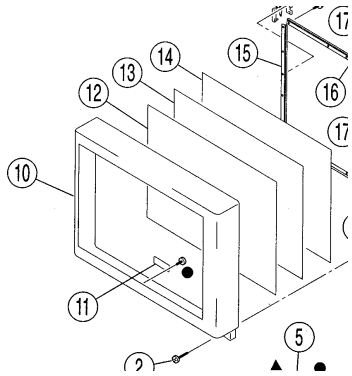
CSV-1

Model: **KP-48V80, KP-53V80, KP-61V80** **No.** **547**

Subject: **Reference Numbers Are Pointing To The Wrong Screens** **Date:** August 23, 2001

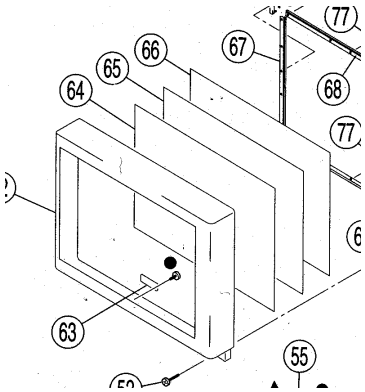
Symptom:
(118X) The reference numbers for the (F) & (L) diffusion screens are reversed thereby causing the wrong screens to be ordered.

Solution: Please see the table below for the correct descriptions.



KP-48V80 page 113

Ref	Description	Part Number
13	Plate (L) Diffusion	4-070-235-11
14	Plate (F) Diffusion	4-058-455-11



KP-53V80 & KP-61V80 page 114

Model	Ref	Description	Part Number
KP-53V80	65	Plate (L) Diffusion	4-064-343-11
	66	Plate (F) Diffusion	4-070-602-11
KP-61V80	65	Plate (L) Diffusion	4-070-283-11
	66	Plate (F) Diffusion	4-066-082-11